

evaluation of dealers service activities. Your complaint will be retained in the dealer s file.
Thanks again for your email.
*****END EMAIL RESPONSE*****

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Customer Assistance Inquiry Record (CAIR)# 15690518

VIN	2A4GP54L7 6R [REDACTED]	Open Date	11/21/2006	Built Date	03/02/2006
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING	
In Service Dt	07/25/2006	Mileage	12,022	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68752	WATSEKA CHRYSLER DODGE JEEP INC			
Dealer Address	317 W WALNUT STREET				
Dealer City	WATSEKA	Dealer State	IL	Dealer Zip	60970

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	CLIFTON IL [REDACTED]	Country	UNITED STATES

Product - Engine - Unknown - Defective - Default	Caller states engine hesitates and lunges.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Noisy - Default	Caller states transmission makes clunking noise.
Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	caller states AC system is cooling adequately.
Product - Electrical - Power Windows - Defective - F. Door-Driver	caller states power window makes grinding sound.

Caller states vehicle has multiple issues including but not limited to AC system not cooling adequately and other AC settings not performing properly possibly a blend air door issue. Caller states also the info overhead console is malfunctioning. Caller states engine is hesitating and lunging forward full throttle. Windows make grinding noise, headlights dim. Caller states transmission makes clunking noise. Caller wants to know what to do.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 51 68752 11/21/06 13:38 O 15690518

*Contact Date:11/30/2006

Service Director at the dealership has updated the Cair# 15690518

The vehicle has been diagnosed.

1-4-07 CRS contacted [REDACTED], service manager, who indicates vehicle has been repaired and returned to customer. No further action necessary.

CRS to close CAIR. dmm9

Customer Assistance Inquiry Record (CAIR)#						15692234
VIN	2C8GP44R9	5R [REDACTED]	Open Date	11/21/2006	Built Date	06/17/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	12/28/2004	Mileage	23,686	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26765	ALHAMBRA CHRYSLER JEEP DODGE				
Dealer Address	1100 W MAIN ST					
Dealer City	ALHAMBRA	Dealer State	CA	Dealer Zip	91801	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MONTEREY PARK CA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer complains of headlights.
Product - Wheels and Tires - Wheels - Vibration - Front-Driver	Customer complains of issue with tires.

Customer called in, stating that there is an issue with the headlights. Customer stated that the dealership could not duplicate the issue. Agent contact the dealership and spoke to Luis. Luis stated that there is an issue with the switch and they are ordering a part for it. He stated that it will be there tomorrow. Customer stated that he has an issue with the tires. Customer stated that they make noise. Customer stated that they replace the hub caps. Customer is seeking assistance with replacement of the wheels.

Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired per instructions of MLB92. Customer calling back in stating that he does not have an issue with the wheels on the vehicle there is just a noise coming from the wheel. Customer stated that his dealer has replaced all the hub caps. Customer then stated that after this repair the tires were still making a noise, and the dealer informed him that he will need new tires. Customer stated that he has replaced the tire and the hub caps now and the noise still exist. Agent informed the customer that since the vehicle is at the dealer there will file sent to the dealer, and to Chrysler to get higher parties invovled. Agent then provided the customer with his reference number, and advised the customer that if this issue reoccurs after the vehicle leaves the dealer then he may contact DCCAC back for further review.

REASSIGNED TO BC/DLR 71 26765 11/21/06 19:50 R 15692234

*Contact Date:11/22/2006

Service / Parts Director at the dealership has updated the Cair# 15692234
Parts have been ordered.

*Contact Date:11/22/2006

Service / Parts Director at the dealership has closed the Cair# 15692234

Warranty repair has been documented on Repair Order#199025

CAIR RETURNED FROM DEALER ON 11/22/2006 AT 08:22:460 R 15692234

Customer Assistance Inquiry Record (CAIR)# 15695303

VIN	2D4GP44L4	5R [REDACTED]	Open Date	11/22/2006	Built Date	02/23/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/12/2005	Mileage	27,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	58285	CHERRY HILL DODGE				
Dealer Address	1708 WEST MARLTON PIKE					
Dealer City	CHERRY HILL	Dealer State	NJ	Dealer Zip	08002	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PENNSAUKEN NJ [REDACTED]				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Caller is asking for rental.
Product - Electrical - Body Wiring - Other - Default	Caller states a ne wwiring harness is needed.
Product - Electrical - Folding Lamp - Intermittent/Inoperative - Both - Sides	The dealer states there is an intermittent issue with the headlights

The caller states the vehicle went in for service as there is an issue with the head lights. Caller states she was given a rental vehicle through her aftermarket service contract and is now being told to return it.

Agent called dealer and spoke to acting service manager Jeff. Jeff states the electrical Harness has been ordered and the issue involoes the headlights. Jeff states the vehicle is not safe to drive. Agent consulted with CCG19 who advised that he will authorize 5 days.Agent called Jeff and advised that 5 days will be granted.

Agent called dealer and advised the authorization number is UN06974471122

Agent advised caller 5 additional days of rental would be given.

Customer Assistance Inquiry Record (CAIR)# **15706044**

VIN	1D4GP25BX 6B [REDACTED]	Open Date	11/27/2006	Built Date	08/05/2005
Model Year	2006	Body	RSKL52	DODGE CARAVAN SE	
In Service Dt	03/09/2006	Mileage	20,341	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42344	GURNEE DODGE INC			
Dealer Address	7255 GRAND AVE				
Dealer City	GURNEE	Dealer State	IL	Dealer Zip	60031
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LAWRENCEVILLE GA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights work intermittently.
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Customer calling in stating that she has been having issues with her vehicle. Customer states that she believes that her vehicle is a lemon. Customer states that the vehicle acts like it wants to cut out, and sometimes will cut out. Customer also believes that the brakes are binding. Customer also states that the headlights only work when they want to. WRiter advised the customer to review the blue and white booklet in her glove compartment. Customer inquired as to where the vehicle was built. Writer advised the customer that the vehicle was built in St. Louis after speaking with wc121.

Customer Assistance Inquiry Record (CAIR)# 15708978

VIN	1A4GP45RX 6B [REDACTED]	Open Date	11/27/2006	Built Date	08/28/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	12/02/2005	Mileage	20,222	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68374	PASSPORT CHRYSLER OF ALEXANDRIA	INC		
Dealer Address	5990 DUKE ST				
Dealer City	ALEXANDRIA	Dealer State	VA	Dealer Zip	22304
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WOODBIDGE VA [REDACTED]	Country	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Customer inquiring warranty coverage
Product - Electrical - Lamps and Switches - Defective - Default	Customer states head lamps do not work

Customer inquiring if roadside assistance comes with vehicle. Agent advised customer roadside assistance does not come with vehicle but towing does. Agent advised customer to call toll free number in warranty book for towing assistance. Customer understood. Customer states lights do not work.

Customer Assistance Inquiry Record (CAIR)# **15710324**

VIN	1D4GP45R9 5B [REDACTED]	Open Date	11/28/2006	Built Date	05/10/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	09/18/2004	Mileage	24,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44237	MUSSELMAN'S DODGE INC			
Dealer Address	5717 BALTIMORE NATIONAL PIKE				
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21228
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BALTIMORE MD [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states head lights are intermittent.
Dealer - Service/Body Shop - Personnel - Courteous - Service Management	Customer states service department was very understanding.

Customer states that sometimes his headlights does not work. Customer states that dealer 44237 could not find a problem with the vehicle. Customer states that dealer was very nice to him and told him if he has this issue again they would provide him towing. Agent advised customer that if he has this issue again to call DCX so that a direct to dealer can be sent.

Customer Assistance Inquiry Record (CAIR)# **15724277**

VIN	2A4GP64LX	6R [REDACTED]	Open Date	11/30/2006	Built Date	08/05/2005
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED		
In Service Dt	10/02/2006	Mileage	1,820	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45222	GANDRUD DODGE CHRYSLER				
Dealer Address	2300 AUTO PLAZA WAY					
Dealer City	GREEN BAY	Dealer State	WI	Dealer Zip	54302	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	DE PERE WI [REDACTED]				Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Defective - Default Customer complains of flashing lights.

Customer called in, stating that the lights flicker on and off in the vehicle. Customer stated that the headlights flash on and off. Customer stated that the same happens to the dash lights. Customer stated that she has been down to the dealership and they could not find a fix for it. Agent contacted the dealership 45222 and spoke to Brandi. Brandi stated that there was a flashing and flickering from the vehicle headlights and dash lights. She stated that they called STAR and they replaced the alternator in it. The flashing continued. She stated that STAR had stated that it was a normal characteristic of the vehicle. Brandi stated that she believes that it is not and is now trying to contact a District Manager to come down and look at the vehicle. Agent advised to customer to keep in contact with the dealership and work with the dealership on this.

REASSIGNED TO BC/DLR 51 45222 12/05/06 17:02 R 15724277

First owner calls again seeking for vehicle to be bought back if it is unable to be repaired.

Owner states that a DCX tech rep has been out to diagnose the vehicle.
 ***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer's concern. In addition, update the file with resolution. - Thanks.

*Contact Date:12/19/2006

Assistant Service Manager at the dealership has updated the Cair# 15724277
 An appointment has been set with the customer.

Concern with lights still not resolved. DM verified concern and offered a replacement to the customer. Spoke with Suann Holstead and she accepted offer to replace van. Writer submitted request to ISG to process. -tps1.

Customer Assistance Inquiry Record (CAIR)# **15725677**

VIN	1D4GP45R6 5B [REDACTED]	Open Date	12/01/2006	Built Date	02/25/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	03/25/2005	Mileage	72,000	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42689	STOKES CHRYSLER CO			
Dealer Address	2003 7TH ST N				
Dealer City	CLANTON	Dealer State	AL	Dealer Zip	35045
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	VERBENA AL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default | Customer seeking buy back.

Customer states that the instrument panel had gone out on his vehicle. Customer states that he has had his vehicle in for service 11 times. Customer states along with the panel, the headlights go out. Customer states that he wants to get out of his vehicle. Customer states that it is a safety risk. Agent advised customer per TLD50 that he needs to continue working with his dealership, and referred customer to his blue and white booklet. Customer is unhappy with decision.

Customer Assistance Inquiry Record (CAIR)# **15725974**

VIN	1D4GP45R1 5B [REDACTED]	Open Date	12/04/2006	Built Date	02/03/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	02/26/2005	Mileage	27,500	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	54194	TATE DODGE INC			
Dealer Address	7139 RITCHIE HIGHWAY				
Dealer City	GLEN BURNIE	Dealer State	MD	Dealer Zip	21061
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone			
	PASADENA MD [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Alleges intermittent issue with head light switch.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Just for your information

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Just wanted to let you know about a reoccurring problem with my 2005 Caravan. The headlight switch has gone bad twice in the past 1.5 years. I don't know if any other owners are experiencing this problem but I wanted to bring it to your attention. When you turn on the lights, they come on sometimes and sometimes they don't. You have to keep turning the switch on and off until (if your lucky) the lights come on. We took it to the dealership (they were very nice) but now, I have to wait 7 to 10 days for them to get the part! I hope the lights don't go out completely in the meantime. I've never had this problem with any other vehicle I've owned and will be 'a little' irritated if it happens a third time. Thanks for your time. [REDACTED]

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Caravan.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for

proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# **15727718**

VIN	1D4GP45R0	5B [REDACTED]	Open Date	12/01/2006	Built Date	03/08/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	09/11/2004	Mileage	50,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26201	RANDALL NOE CHRYSLER DODGE INC				
Dealer Address	1608 WEST MOORE					
Dealer City	TERRELL	Dealer State	TX	Dealer Zip	75160	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	TERRELL TX	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Customer seeking assistance repair.

Customer state that her headlights are going out and was seeking assistance with the repairs. Agent told her that we will not be able to assistance her with the repair due to her being outside of warranty and mileage. tr559.
 Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired.
 Customer wanting to know what does her warranty covered under. Agent transferred her to DCCAC tr559.
 The customer called back wanting a second opinion on the denial. The agent informed the customer that the denial will not be over turned.

Customer Assistance Inquiry Record (CAIR)# 15728136

VIN	2C4GP54L2	5R [REDACTED]	Open Date	12/01/2006	Built Date	03/26/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	05/31/2004	Mileage	45,180	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	42604	DAVE SMITH MOTORS				
Dealer Address	210 NORTH DIVISION					
Dealer City	KELLOGG	Dealer State	ID	Dealer Zip	83837	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SALKUM WA [REDACTED]	Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Caller inquiring about warranty coverage.
Product - Electrical - Lamps and Switches - Defective - Default	Caller states headlight switches are defective.

Caller inquiring about the warranty of this vehicle. Agent informed caller of the 3/36 and 7/70 factory warranties on this vehicle. Caller states there is an electrical problem regarding the headlights. Caller inquiring about eligibility for service contract purchase per the brochure she has. Agent verified the 48 month/ 48000 mile parameter.

Customer Assistance Inquiry Record (CAIR)# 15734903

VIN	1D4GP45R4 6B [REDACTED]	Open Date	12/04/2006	Built Date	10/15/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT	
In Service Dt	06/23/2006	Mileage	5,200	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42757	NORTHEAST DODGE			
Dealer Address	3419 GRANT AVENUE				
Dealer City	PHILADELPHIA	Dealer State	PA	Dealer Zip	19114
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PHILADELPHIA PA [REDACTED]	Country	UNITED STATES		

Recall - F10: WINDSHIELD WIPER MOTOR - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall F10.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that head lamps turn themselves off while driving.
Product - Wheels and Tires - Tires - Other - Unknown	Customer states that her tires have no traction.

*****Recall Contact*****

Customer states the vehicle head lamps turn themselves off when she is driving the vehicle. Customer states that the tires have no traction and she slides whenever it rains. Customer feels that this vehicle is unsafe. Customer feels that she should not have to pay for these tires or repairs to the vehicle since it is new. Agent advised customer that she would have to contact the dealership and have the vehicle diagnosed before DCX could advise anything on the repairs. Agent advised customer that her concerns have been documented and if she has any further issue she should feel free to contact us back after she has taken the vehicle to the dealership to have it diagnosed. Agent advised customer of incomplete recall F10.

Customer Assistance Inquiry Record (CAIR)# **15736958**

VIN	1D4GP24R5 5B [REDACTED]	Open Date	12/05/2006	Built Date	04/01/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	04/20/2004	Mileage	41,000	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	X7093	AVIS BUDGET CAR RENTAL			
Dealer Address	6 SYLVAN WAY				
Dealer City	PARSIPPANY	Dealer State	NJ	Dealer Zip	07054
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	OWEGO NY [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that her headlights are not working properly
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Customer stated that the headlights on this vehicle sometimes work and sometime do not. Customer states that an independent repair facility could not find the cause of the issue. Agent advised customer to take this vehicle to a local Dodge dealership and have the service department try to diagnose the issue.

Customer Assistance Inquiry Record (CAIR)# 15743418

VIN	2D4GP44L1 5R [REDACTED]	Open Date	12/06/2006	Built Date	08/02/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	09/07/2004	Mileage	42,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	66639	BOB SCHWARTZ CHRYSLER-DODGE-JEEP,	INC
Dealer Address	2920 W. BROADWAY AVENUE		
Dealer City	BUNKER HILL	Dealer State	IN Dealer Zip 46914

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	PERU IN [REDACTED]	Country	UNITED STATES

Corporate - Arbitration - Default - Default - Default	Binding arbitration case # 4206B014IN
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	
Product - Steering - Power Steering Pump / Bkts - Leaks - Default	

Received binding arbitration case #4206B014IN
 Owners concerns: electrical system: headlights, dash lights, door locks, check engine light on, steering oil leak.
 Owner seeking: Repurchase, plus incidental and consequential damages collateral charges and attorney fees.
 Under the Indiana Lemon Law the vehicle has to have had four repairs during 18/18. The vehicle had one repair on 04/14/05 at 10,288 miles during 18/18. All other repairs were after 18/18.
 The vehicle currently has over 44,000 miles.
 Faxed statement to NCDS.
 Hearing date 02/14/07 at 1:00 pm at Bob Schwartz CJD.
 Revised hearing date 2/27/07.
 Received copy of arbitrator s decision: The owner s request for repurchase was AWARDED. Ok to close file.

Customer Assistance Inquiry Record (CAIR)# **15743544**

VIN	1A4GP45R1 6B [REDACTED]	Open Date	12/06/2006	Built Date	10/11/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	12/23/2005	Mileage	12,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	23251	ANTWERPEN MOTOR CARS LTD			
Dealer Address	6440 BALTIMORE NATIONAL PIKE				
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21228
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	EAST LIVERPOOL OH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that tail lights have been replaced.
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Customer states that her tail lights have been replaced and that she has had a problem with her head lights. Agent advised customer that she needs to take her vehicle to a DCX dealership to have vehicle fixed per terms of the warranty. Customer stated that she wanted a free oil change for her trouble. Agent advised customer that dealerships are independly owned and she would have to resolve this issue with the dealership. Customer was upset and released the call.

Customer Assistance Inquiry Record (CAIR)#	15748998
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VIN	1D8GP25B3 5B [REDACTED]	Open Date	12/07/2006	Built Date	05/13/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	07/22/2005	Mileage	29,500	Dealer Zone	63 DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43173	DODGE COUNTRY, LTD.			
Dealer Address	1902 E CENTRAL TEXAS EXPRESSWAY				
Dealer City	KILLEEN	Dealer State	TX	Dealer Zip	76542
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	KILLEEN TX [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	Customer claims that her headlights go out intermittently.
Referral - Chrysler Credit - Default - Default - Default	Customer requesting payment information.

Customer seeking information regarding her payment. Agent advised customer that she would need to speak with ChryslerFinancial. Customer claims that she has had an ongoing issue with her headlights and this was brought to the attention of dealer 43173. Customer claims that dealer 43173 advised her that they found the problem and were going to order parts. Customer claims that she has not heard back from them yet. Transferred customer to ChryslerFinancial.

Customer Assistance Inquiry Record (CAIR)# 15749781

VIN	1C4GP45R2 5B [REDACTED]	Open Date	12/07/2006	Built Date	06/28/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	09/26/2005	Mileage	8,000	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SAINT BERNARD LA [REDACTED]	Country	UNITED STATES

Recall - F10: WINDSHIELD WIPER MOTOR - Information Request	Customer seeking information on recall F10.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that front lights are not working properly.
Product - Brakes - Unknown - Other - Front	Customer states that she is having issues with the brakes on the vehicle

*****Recall Contact *****
 Customer states that she received a recall notice for recall F10. Customer seeking information on where to take the vehicle to have recall F10 completed. Agent gave customer information on dealership 63509. Customer calls seeking recall information. Advised the customer of incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer states that she is also having issues with the brakes and lights on the vehicle not working properly. Customer seeking what she should do regarding these issues and repairs. Agent informed customer that she would need to contact her local DCX dealership to have the vehicle diagnosed properly to duplicate concern.

Customer Assistance Inquiry Record (CAIR)#	15762133
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VIN	2D4GP44L9 5R [REDACTED]	Open Date	12/12/2006	Built Date	12/17/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	03/31/2005	Mileage	40,000	Dealer Zone	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED] APT 2E	Home Phone	
	FREEPORT NY [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Worn - Default	customer inquiring about repairs
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Too Many Maintenance Problem on a 2005 Dodge Van
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

***** EMAIL SUMMARY*****

I have a Dodge Canvan 2005. The van is 1 yr and 6 months old and in this time frame I have had electrical problems, The Light Switch for the headlights needed to be replace. I had to replace the Computer and now a the Cluster needs to be replace. Why I am having so many problems with this brand new van???

*****END EMAIL SUMMARY*****

*****EMAIL RESPONSE*****

Thank you for contacting the Chrysler Group Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thanks again for your email.

*****END EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# **15763271**

VIN	2C8GP54L3 5R [REDACTED]	Open Date	12/12/2006	Built Date	10/19/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	06/21/2005	Mileage	20,000	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	44115	CROTON DODGE			
Dealer Address	365 SOUTH RIVERSIDE AVE				
Dealer City	CROTON-ON-HUDSON	Dealer State	NY	Dealer Zip	10520

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	VERPLANCK NY [REDACTED]	Country	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Customer replaced rack and pinion .
Product - Electrical - Battery - Other - Default	Dashboard light fluctuating.
Product - Electrical - Power Windows - Defective - F. Door-Driver	Replaced windows regulator after first week of ownership.
Corporate - Rental Vehicle - Default - Default - Default	Seeking loaner vehicle.

Customer called stating that the dashboard lights are fluctuating. Customer stated that he s been to the dealership two or three times to have this problem resolve. Customer stated the dealership couldn t do anything about and that the way it is with these vehicles. Customer stated that the rack and steering is leaking. Customer stated that the rack and pin in the steering column have been replaced. Customer stated that the window assessors were replaced after the first week of owning the vehicle. Customer stated that he would
 Customer stated he went to three different dealership already with this vehicle. Customer stated the vehicle is still making a grinding noise. Customer stated he would like this car fix or else he would seek legal assistance. Customer stated that he would like to get rid of the vehicle. Customer stated that the selling (66870) dealership would offer only \$15,000.00 to buy it backs. C Customer stated that was not acceptable. Customer stated he paid cash for this vehicle.
 Customer stated that when you roll down the window, or come to a stop sign the light would dim from the dashboard and headlights. Agent spoke with Gary at 44115. Gary stated that the alternator has been replaced. Gary stated that he can comeback to look at the problem again. Gary stated that STARR technical assistance was contacted with for further input on customer issues. Bob Creco who worked on this vehicle is out of town and will not be available until the end of the month. Gary stated that if the customer would leave the vehicle for the day that would help in diagnosing the problem.
 Agent informed customer that Gary would look at the vehicle. Agent informed customer that the dealership would need a day to look at it. Customer requested rental assistance. Agent informed customer to refer to the dealership for rental information and DCX would bring in additional technical support for further review.

*****ATTENTION SERVICE MANAGER*****
 Please follow your Business Center guidelines and, if needed, seek

technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

Customer called stating that he just picked up his vehicle and the lights are still flicker even after putting in a new Powertrain control module. Customer is seeking possible buyback on the vehicle . Agent contacted dealership and spoke with Bob and he advised this agent that they replaced the alternator,battery and powertrain control module. Bob states that the lights flickering is not as pronounced as it was before. Agent was transferred to Gary and he advised this agent that the repair attempts for the altenator, battery is 11/29/06 and the repair of the PCM was 12/20/06. Gary states that the customer drove the vehicle while it was being serviced. Agent advised the customer that this agent is reassigning this case to special investigations and they will contact him for further assistance of possible buyback. As per RBS33 and ALL34. Customer states that he would like to be contacted at these numbers [REDACTED] as soon as possible.

Writer called the Customer who was informed dealer offers \$15,000 for assistance. Customer mentions she paid \$31,000 for the vehicle so this is very much unacceptable. Customer mentions that current issues are computer related (and a module was to be replaced this morning). Customer stated that dealer informed her that after module was replaced but it did not correct the interior lamps from flickering. Writer advised her file would be forwarded to correct parties.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance

(district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution

REASSIGNED TO BC/DLR 32 44115 12/20/06 11:28 R 15763271

REASSIGNED TO BC/DLR 32 44115 12/20/06 11:34 R 15763271

Customer calling in regards to the vehicle having issues with the instrument cluster flickering. Customer stated he picked the vehicle up from the dealership and the issue still occurs. Customer was informed the dealership offered \$15,000.00 for the vehicle. Customer stated he wants the vehicle repaired. Agent informed customer in order to repair the vehicle he would need to continue working with dealership. Customer stated he was informed to contact DCCAC by the dealership. Customer was informed his concerns would be documented and reviewed internally with in DCX. Customer was informed the information has been sent to the appropriate parties to get additional parties involved in attempting to repair the vehicle. Customer became irate. Customer stated the dealership is only offering \$15,000.00 for the vehicle. Agent informed customer he would need to consult with the dealership in regards to that. Customer stated he is taking the vehicle back to the dealership because the check engine light is on now and they will provide him with a rental vehicle. Agent informed customer he would need to consult with the dealership in regards to that as well. Customer stated he will contact DCCAC back later and he would never purchase another DCX vehicle then disconnected call. Customer called seeking an update. Agent informed customer that continue working with the dealership.

Customer stated the vehicle is still having issues and the dealership informed him the service manger would not return until January. Customer stated he would like to verify if the vehicle could be repurchased.

Customer stated that no dealership has ever made him an offer to buy the vehicle back. Customer stated he would like to be placed in another vehicle just like the one he purchased. Agent consulted with tnc10 and informed customer he would need to continue to work with the dealership about this issue.

Dealer advises the light flicker concern is now equal to other new vehicles they compared it against. If you stare hard enough, you can see a very slight flicker in the lights. It has been deemed normal since the last repair.

Vehicle does not qualify for lemon law and therefor will not be replaced. closed. ppf.

Customer Assistance Inquiry Record (CAIR)# **15770200**

VIN	1D4GP24R2	5B [REDACTED]	Open Date	12/13/2006	Built Date	03/17/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	03/22/2004	Mileage	26,567	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66241	METRO CHRYSLER JEEP				
Dealer Address	6729 ESSINGTON AVENUE					
Dealer City	PHILADELPHIA	Dealer State	PA	Dealer Zip	19153	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PHILADELPHIA PA [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeking recall information.
Corporate - Warranty Coverage - Default - Default - Default	Seeking warranty coverage information.
Product - Suspension - Spindle / Bearings/S Knuckle - Other - Unknown	States bushings/bearings was replaced.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	States check engine light came on.
Product - Electrical - Lamps and Switches - Other - Default	States that head lights flicker sometimes.

Customer seeking if his vehicle is still under warranty for a check engine light. Customer states that the headlights flicker also. Customer also states that the dealer replaced bushings/bearings and ever since he has had a clicking noise. Agent informed customer that he has 3 Months or 9,433 Miles left. Agent advised customer to have the other issues looked at also. Customer understood. Customer requested number for dealer 66241. Agent provided dealer number.

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

Customer Assistance Inquiry Record (CAIR)#						15771439
VIN	2D4GP44L8	6R	Open Date	12/13/2006	Built Date	11/23/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT		
In Service Dt	12/29/2005	Mileage	9,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44124	EXPRESSWAY DODGE INC				
Dealer Address	5531 E INDIANA					
Dealer City	EVANSVILLE	Dealer State	IN	Dealer Zip	47715	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	EVANSVILLE IN				Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Inadequate Freon Fill - Default	Customer had AC fixed.
Referral - Other - Default - Default - Default	Customer seeking rebates and incentives number.
Product - Brakes - Pads/Shoes - Other - Unknown	Customer states he has issue with rotors.
Product - Steering - Power Rack and Pinion / Gear - Noisy - Default	Customer states he heard noise in rack and pinion.
Product - Electrical - Lamps and Switches - Defective - Default	Fog light would come on but headlights would not.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Chipped - Default	Paint chipping.
Product - Body / Trim / Paint Finish - Body Hardware - Misaligned / Poor Fit - Door-Sliding	passenger side door does not open easily
Product - Brakes - Disc Brake Assy/Calipers - Vibration - Front	rotor runout

Customer called stating that he is already been talking to his dealership about buying this vehicle back and maybe trading it in for a magnum and he is seeking that \$1000 rebate they were giving out for customers buying there vehicles. Agent advised the customer of the rebates and incentives number for more information.

Customer calling in requesting rebate for \$1,000. Customer states that he called Rebates/Incentives and was advised that these were given out randomly. Customer states that he wants to trade previous vehicle because he thinks it is a lemon. Customer states that he wants a Caliber. Customer states his name is not on the list to receive this rebate. Agent advised customer that this is Rebates and Incentives. Customer states that he wanted to not go thru Lemon Law he just wanted a discount. Customer states he now wants to seek Lemon Law. Agent advised customer that they would have to get repair history on the vehicle. Agent tried to contact dealer 65814 to speak with the service manager Brad. Service manager advised of repair dates as follows: Brad states repair history for their record is November 28, 8759, same day repair Headlamp switch complaint of squealing noise, could not duplicate. Agent contacted dealer and spoke with Brad customer states making squeaking noise in rear. November 6---closed 6,8185

August 8- released Sep. 14 th.--- 4684 AC blowing hot from rear. Looked at another recharged vehicle. Electric Solenoid repair. Manager states that he thinks this order was left open but does not feel this a repair that took that long. Manager states he feels this was a one-day repair.

July 24,06 July 28,06 miles, 4,384Paint chip on roof. Touched with tube of touch up paint. Power steering. Could not duplicate. Bled system in case of any air. Customer states AC is blowing cool not cold.

Refrigerant was ok. Checked temps and were at 45%.

July 10- same day. 3996 miles. Popping noise. Confirmed, inner tire rod has excessive wear. Power steering rack replacement. Chip on roof.

Touched up paint. Recall for wiper motor.

July 7---same day 3939Creaking noise coming from steering wheel left or right. Ordered Steering rack.

Dec. 21, 2005 Transportation check-in

Agent is reassigning to 82H per LMF28.

Customer stated that his file was forwarded. Customer stated that he is on vacation and was trying to get as much done as he could. Customer stated that he will return to work next week. Agent informed customer that the file was forwarded and an Agent would be in contact with him.

Customer stated that he would just await a call from an Agent.

12/18/06 Customer was contacted (included a direct line). Writer advises th at DCX unable to addres until phone call back..

12-19-2006 Customer is upset with overall quality of this vehicle. Writer` noted that this is the fourth Chrysler product. Customer is asking that Chrysler consider trade assistance so he can get a trade for a new Dodge Caliber instead. Writer advised that DCCAC can not buyback or trade his vehicle over the phone. Agent advised his complaint would be documented as a request. Customer mentions that brakes are still not working properly (sound and feels like rotor runout) & Slider Door still do not work

Writer called Dealer 44124, spoke with Brian, service manager,SM, about open CAIR. Dealer please review CAIR with your District Manager

REASSIGNED TO BC/DLR 51 44124 12/19/06 13:01 R 15771439

122206: DM will contact dealer 44124 and research history of repairs. JMB

122206: DM researched VIN history of repair, contacted both dealers showing repair records; nothing in records support consideration of 'lemon law' sit uation. Only 3 warranty repairs in system where parts were replaced, other service visits were for diagnosis (no problems found) or adjustments (A/C tested/recharged, brake pad squeal, etc.). All owner s concerns in dealer records point to owner wanting a different vehicle, other than the one he chose originally. JMB

Customer still interested in obtaining a control number but was not with dealer to buy new Dodge Caliber. Agent offers the control number should Customer want to buy new Dodge Caliber.

Customer Assistance Inquiry Record (CAIR)#**15788498**

VIN	2C4GP54L2	5R	Open Date	12/19/2006	Built Date	04/26/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	10/22/2004	Mileage	40,012	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	23690	PARK CHRYSLER JEEP				
Dealer Address	1408 HIGHWAY 13					
Dealer City	BURNSVILLE	Dealer State	MN	Dealer Zip	55337	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	LAKEVILLE MN	Country	UNITED STATES			

Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side

Customer very dissatisfied with product quality, various electrical concerns

DAW20 12/19/06 Customer very dissatisfied with product quality. Has had various electrical malfunctions. (1)headlamp switch-7706 miles (2)Door locks inoperative-24883 miles (3)Condensor guard and recall for AC lines-28457 miles (4)Fuel Pump module-32985 miles (5)Front sway bar-39054 miles (6)Door latch replaced-38702 miles (7)Sliding door module and contr ol module-40012 miles. To help promote Customer Satisfaction,DM is offering Owner a DCX Service Contract. Customer has accepted DM offer. CRP1 could you please put a MC5100M Service Contract on this vehicle. (5 yr. 100,000 Max Care) DAW20 12/19/06.

12/19/06 - ordered above contract as goodwill towards customer. Goodwill contracts have no cash value to the customer. crp1

Customer Assistance Inquiry Record (CAIR)# 15790245

VIN	2D4GP44L5 5R [REDACTED]	Open Date	12/20/2006	Built Date	03/16/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	07/19/2005	Mileage	28,000	Dealer Zone	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	FREEHOLD NJ [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Buzz, Squeak, Rattle - Instrum't Panel-G. Box	Vehicle has an undiagnosed rattle in her dash.
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**** EMAIL BRIEF DESCRIPTION CONTENT ****
 I have recieved what I feel is extremely poor customer service.
 **** END EMAIL BRIEF DESCRIPTION CONTENT ****

We have a rattle in the dash that I was told is in many cars and so they don t fix it. This is on top of being mislead about gap insurance when we first purchased the car, and the headlights failing, power outlest failing only 4 months after we purchased the car. We would like the rattle corrected and would like to go to another dealer. Our experience at Freehold Dodge has been extremely poor. Thank you, Amby.
 *****END OF CUSTOMER EMAIL*****

Email states:
 Thank you for contacting the Chrysler Group Customer Assistance Center regarding the rattle in the dash of your Dodge Grand Caravan. We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents. Thank you again for your email.
 *****END OF EMAIL RESPONSE*****

Customer seeking an update on email. Customer stated he will not go back to servicing Dealer.
 Customer stated he was treated poorly. Customer is original owner and owns one vehicle. Customer is going to another Dealership and is asking about warranty and service contract. Customer wanted it known that Dealership 57765 is terrible and the service was really bad.

Customer Assistance Inquiry Record (CAIR)#	15799487
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VIN	1D4GP45R3 5B [REDACTED]	Open Date	12/21/2006	Built Date	06/29/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	12/13/2004	Mileage	33,018	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	54012	SHIVELY MOTORS INC			
Dealer Address	801 LINCOLN WAY WEST				
Dealer City	CHAMBERSBURG	Dealer State	PA	Dealer Zip	17201
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CHAMBERSBURG PA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	Customer states that his headlights go on and off randomly.
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Customer called stating that his headlight have been going in and out randomly and with out warning. Customer states that he has taken the vehicle a few times to the dealership and they have not been able to duplicate the issue. Customer states that he wants to let DCX to know that these issue are happening and that he is almost out of warranty. Customer also states that he is going to leave the vehicle with the dealership and let them drive it until the issue happens.

Customer Assistance Inquiry Record (CAIR)# 15801902

VIN	2A8GP64L6 6R [REDACTED]	Open Date	12/22/2006	Built Date	09/30/2005
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED	
In Service Dt	11/09/2005	Mileage	15,000	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	42346	BOB WILLIAMS D-C-P-J			
Dealer Address	2500 NEW CALHOUN RD N E				
Dealer City	ROME	Dealer State	GA	Dealer Zip	30161

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	ROME GA [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default Customer stated headlights flicker on the vehicle.

Customer calling in regards to the headlights flashing at night when the lights are on. Customer stated the vehicle has been taken to dealership #42346 several times for this issue. Customer stated they have not been able to diagnose the issue with the vehicle. Agent informed customer his concerns would be documented and reviewed internally within DCX. Customer was informed of the reference number and then advised him to contact DCCAC back once the vehicle is at the dealership so the file can be sent to get additional parties involved in attempting to diagnose and repair the vehicle. Customer understood.

***** NEXT AGENT *****

When customer contacts DCCAC back, please send direct-to-dealer to help resolve issue with the vehicle. Thanks.

Customer Assistance Inquiry Record (CAIR)# 15820979

VIN	1D4GP45R5 5B [REDACTED]	Open Date	12/29/2006	Built Date	03/08/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	05/02/2005	Mileage	34,000	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	25009	ALBANY DODGE INC			
Dealer Address	770 CENTRAL AVE				
Dealer City	ALBANY	Dealer State	NY	Dealer Zip	12201
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NISKAYUNA NY [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the head lamps have an intermittent issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the issue is not resolved.

Customer called in stating she is having issues with the head lamps shutting off and the dealer can not solve the issue. Customer states the first time this happened the dealer replaced the module and now they can not solve the issue. Customer states that the dealer will not give her a loaner vehicle either. Agent informed the customer that we can get other parties involved and she has to have the vehicle at the dealer for a couple of days. Customer asked about a loaner and agent informed the customer that she does not have rental coverage and it is at the dealers discretion to give a loaner. Agent called the dealer 25009 and spoke with Tom a service advisor. Agent informed Tom the customer needs to get this issue resolved and a direct to dealer will be sent. Agent advised Tom the customer can bring the vehicle Wednesday morning the 3rd and to inform the Service Manager of the direct to dealer. Agent informed the customer that other parties will be involved. Customer understood and was pleased.

*****ATTENTION SERVICE MANAGER*****
 Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.
 REASSIGNED TO BC/DLR 32 25009 12/29/06 12:20 O 15820979
 *Contact Date:01/03/2007
 Service Manager at the dealership has updated the Cair# 15820979
 An appointment has been set with the customer.
 t7906gl DM spoke w/sd Jimmy and owner had did not show for 1-7-07 appointment. The owner did not re-schedule.

Customer Assistance Inquiry Record (CAIR)#					15822935	
VIN	2D4GP24R6	5R	Open Date	01/02/2007	Built Date	08/10/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	09/20/2004	Mileage	29,300	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	DOVER OH				Country	UNITED STATES
Product - Suspension - Torsion / Sway Bars - Worn - Unknown					Customer stated sway bars are worn.	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
My 2005 Grand Caravan has had several problems with the steering rack, sway links and bushings and I am disappointed in level of quality.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:
To Whom it may concern, The last two vehicles that I have owned have been new Dodge Grand Caravan, both purchased at Humphries Auto City. The 2000 Dodge Grand Caravan started off by having the passenger side door that wouldn't close right (it was crooked). Humphries attempted to fix the door but it was never to my satisfaction. To make matters worse, the paint was chipped due to the door not lining up. The service manager fixed the chipped paint by providing me with a bottle of touch up paint for me to fix myself. The 2000 model had the 3.0 Mitsubishi engine and required new cam seals, transmission pan sealant and oil pan replacement due to leaks. It also had an idler pulley that went bad all early in the life of the vehicle and replaced under warranty. At 60,000 miles the air conditioner compressor went bad and we traded it in at Humphries on a 2005 Grand Caravan. I was reluctant to buy another Dodge vehicle due to the past experience but was reassured by the sales group at Humphries that the Dodge/Chrysler group had turned things around and we could expect a higher degree of quality. We purchased the 2005 Grand Caravan and noticed that the rear hatch had chipped paint on both sides on the corners of the hatch. Humphries agreed to pay to have the paint touched up. We also had a noticeable noise in the steering. We were told that this was normal. At a later date, I took it back due to the power steering pump losing fluid and leaking. It turned out to be a defective steering rack that was replaced by Humphries. We continued to have noises in the steering and Humphries replaced the steering rack again because the one that was put on the van was also defective. We had to take it back yet again due to a clunking noise whenever we stopped or accelerated. Humphries made the repairs. I recently took the van to Humphries due to a rattling/clunking noise whenever we were driving and went over an uneven surface. Humphries just replaced the sway bar links and bushings yesterday. There were also misc items (hoses, tubes) previously replaced that were related to these problems. Also, we had a defective headlight switch and rear A/C heater

tube (recalled). I am not sure what is acceptable to Dodge/Chrysler, but I can assure you that this is not the level of quality that I would expect my customers to tolerate. I would like someone to respond by calling me at the number that I have listed above. Thank You, Trent Lenhart

*****END OF EMAIL*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thanks again for your email.

*****END OF RESPONSE*****

Email states:

thanks for responding with an email....I guess you are the person tasked with saying 'I m sorry'. I expected an organization like Daimler Chrysler to make a little more effort to make sure that a repeat customer was satisfied. It is a shame that with all the focus manufacturing facilities have put on improving quality with Six Sigma and getting ISO qualified that customer satisfaction has become extinct. Trent Lenhart

*****END OF EMAIL*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center. Your concerns have been documented, If there is anything else I may be able to address for you please let me know. Thanks again for your email.

*****END OF RESPONSE*****

Email states:

what exactly are you able to do other than document my concerns??????

*****END OF EMAIL*****

Agent attempted to contact the customer on 2/15/07 at 10:05 am on the customer s home phone. Write was advised that customer was not at home.

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan. I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, 330-343-3801. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69339. If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy: Vehicle owner name Vehicle owner address Day and evening phone numbers Vehicle Identification Number (VIN) Current vehicle mileage An explanation of the problem We have trained Senior Staff agents available to address the questions and concerns you may have. I look forward to speaking with you. Thanks again for your email.

*****END OF RESPONSE*****

Email states:

I have called the number and extension that you provided below and left some messages to call me back. I m not sure if you are getting the messages.....If possible, could you call me at 216-533-2071? I just had another steering rack replaced on my 2005 Grand Caravan last week. This makes the fourth steering rack including the one put on at the factory. I called and talked to another service rep (Chris) and he opened a case #16138554. A Chrysler regional representative contacted the service manager at Humphries. The service manager at Humphries showed more of a concern about my situation than the district rep. The district 'customer service' rep offered to pay one monthly payment on my van (\$365). I would hope that you or someone else is willing to take this situation a little more serious than your district representative. The

Service Manager with a phone call, instead responding with an email. Mike McKibben (Humphries Service Manager) and the service group at Humphries have been very supportive and I appreciate their willingness to take care of the customer. I am very disappointed at the lack of concern for the customer coming from Dodge Chrysler and the lack of attention that my situation has gotten. My immediate family has purchased 4 Dodge vehicles from Humphries in the past 6-7 years and I have 2 other members that are considering the purchase of a mini-vans in the near future. What mini-van would you recommend if you were in my situation? [REDACTED]

[REDACTED]
*****END OF EMAIL*****

Email states:
Thank you for contacting the Chrysler Group Customer Assistance Center regarding the steering rack concern with your 2005 Dodge Grand Caravan. Your email has been received and the concerns raised are fully appreciated. After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by the Business Center Office. We appreciate you taking the time to communicate with DaimlerChrysler Motors Corporation, and regret a more favorable reply could not be provided. Thanks again for your email.

*****END OF REPOSE*****

Email states:
through all of this I still can't believe that no one would take the time to call me to discuss my situation. I feel that I am not just being treated unfairly by your company, but being completely ignored as a consumer. Your company lacks integrity and has forgotten the one reason they exist, 'the customer'. If this is the way that you value your customer it is only a matter of time before you become extinct. I realize that one unsatisfied customer to Chrysler isn't a big loss but to a small dealership like Humphrey's it is a big deal. Unfortunately Humphrey's has lost a customer due to your unwillingness to step up and do the right thing. If this is the last attempt you are going to make to correct my situation, I will be contacting the Better Business Bureau and seeking legal advice [REDACTED]

*****END OF EMAIL*****

Email states:
Thank you for contacting the Chrysler Group Customer Assistance Center regarding previous communication concerning the sway links in your 2005 Dodge Grand Caravan. Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined. Any future communication related to this issue will be retained in corporate records. If, at some future date, we can be of assistance to you in some other area, please let us know. Thanks again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# **15823439**

VIN	1A4GP45R1 6E [REDACTED]	Open Date	01/03/2007	Built Date	08/22/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	02/11/2006	Mileage	15,483	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	08711	FAIRVIEW CHRYSLER JEEP INC			
Dealer Address	7589 WEST RIDGE RD				
Dealer City	FAIRVIEW	Dealer State	PA	Dealer Zip	16415
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	EIRE PA [REDACTED]	Country	UNITED STATES		

Product - Fuel System - Unknown - Poor Fuel Economy - Default | Alleges vehicle does not get satisfactory fuel.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

factory lemon car

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Have had toe van in four times for extremely bad mpg. Other dealers havebeen approach about serviceing this problem, but, have refused to servicethis van. One stated that they would not service it due to the fact thatthey MIGHT be able to solve the problem, and if not they would be stuckhaving to do a buy back on the van. SEVERAL professional mechanics havetold me I have a serious problem with this van. I am sure that Chryslerwould not adervertize nationally that they get 25 mpg, when mine gets 15 to20.5 on the highway. As this would be false advertizeing. I have alwaysgotten the high end mpg on any Van that I have driven, and Any one who hasdriven THIS van has gotten extremely poor mpg. I don t feel I shouldcontinue payments on this van until it is fixed.

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2006 Chrysler Town and Country.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

*****END OF RESPONSE*****

CUSTOMER S REPLY:

Verification: Per Phone call 12/4. Have taken the van to another Dealer for service. The dealer refused to touch the van due to: 1. They know the van does have a serious problem. 2. There is a 50/50 chance that it can be fixed correctly. 3. If they could not fix the van they would bestuck with the buy back under the lemon law. THE PROBLEMS are now getting out of hand. Having restored many cars and trucks myself and having consulted several professional mechanics, They all tell me this van has serious problems. A. Van starts hard (has motor power) /starts easy (has no motor power).

*****END OF EMAIL*****

NAN.

CUSTOMER S REPLY:

Contacted the dealer on 1/10. Said he would call me about having the van fixed. As of today, still no call. Payment on loan is on hold.

*****END OF EMAIL*****

NAN.

Customer stated that he has tried to fix his vehicle since March of last year. Customer stated that he has filed information online. Customer stated that dealership will not fix the vehicle. Agent called dealership 08711 and spoke to John. John could not provide information on the results of the direct to dealer and the service manager was not available. John took the agent's number to have the service manager call back. Agent informed customer that a call back was needed. Customer stated that if this issue was not resolved this time, he wants a manager to call him back.

Agent tried to contact 08711 but the service department was closed.

Agent called customer to inform him that agent was still looking into what information that can be provided.

CUSTOMER S REPLY:

Confirmation: Talked with CA manger Robin on 1/30/07. Every conversation I have had with service department I have been told that the low MPG indicates that this T & C has a serious problem. Was told I had to contact Dealer. Went to dealer: Was told by Kevin the service manager that Chrysler service department and distric rep. would not authorized the proper repairing of the Town and Country. And that the repairs would be at the Dealer expense. Another attempt to fix the Town and Country is set for 2/1/07. Something is not right here between the Dealer - Dist. Rep. - Chrysler. THIS NOW TRY NUMBER 10 TO GET THIS RESOLVED.

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is not

viable option. Thank you again for your email.

*****END OF RESPONSE*****

CUSTOMER S REPLY:

UPDATE: AS of 2/7/07 Air bag system and seat bealt system now do not workcorrectly, MPG down to 14-16, Head lights sill blink off then back on, Radio cd player still not working correctly and now radio stations cut inand out at random. Van does not meet DOT safety standards. Contactedthe Atourney General Office, Papers being filed under the Lemon Law.

*****END OF EMAIL*****

Routing to Tier Three.

Brandon Gardner from Chrysler financial called in stated that the customer has refused to make payments due to him having problems. Brandon wanted DCCAC to try and do something to get the customers issue resolved. Agent informed Brandon that DCCAC has sent over documentation over to the dealer to get other parties involved to try and get his issue resolved.

Agent informed Brandon that agents have spoke to the dealership. Agent informed him that all the customers concerns and problems have been noted. Agent informed Brandon that the customer was informed that his vehicle would be fixed per the terms of the warranty but the dealers has to make a diagnoses first as to what is wrong. Brandon wanted to know if the customer did not want the vehicle anymore what could be done. Agent informed him that the customer would have to call himself to discuss that.

Customer Assistance Inquiry Record (CAIR)# **15827530**

VIN	2D4GP44L9	5R [REDACTED]	Open Date	01/02/2007	Built Date	03/14/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	08/14/2005	Mileage	10,200	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE	Dealer State	NY	Dealer Zip	11361	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BELLEROSE NY [REDACTED]				Country	UNITED STATES

Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Seized, Sticks, Binds - Default	Customer had the air conditioner compressor replaced.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states his lights flicker when he puts a load on the battery.
Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Customer states the remotes don't work all the time.
Referral - Tier Three - Default - Default - Default	Tier Three Support Referral

Caller states he purchased a vehicle, 05 Dodge Grand Caravan. Customer is having issues with his air conditioner. Customer states he spoke with Tom about the alarm and lights and air conditioner. Customer states it s still having issues. Customer would like to pursue lemon law for the vehicle. Customer states there have been nothing but issues with the air conditioner. Customer states they say it s fixed, but he doesn t trust that.

Customer states he has had it in several times for the air conditioner and would like to seek lemon law for the vehicle.

Customer states the alarm system has been giving him issues as well, where the remotes are not turning the alarm off and on, but dealer 66325 didn t diagnose any issues.

Customer states the lights have been an issue. Customer states the lights flicker when the headlights are on, the radio on and the heater is on and the door is open, it flickers.

Customer does not trust the air conditioner, has had 2 vacations ruined, it has never worked properly.

Agent contacting dealer 66325.

Agent speaking with Nat, Nat states he is one of the managers there at the dealership. Nat gives the following repair history:

11/21/06-10144-Compressor replaced for a squealing noise

10/23/06-9939-noise complaint from compressor, no diagnosis.

7/12/06-5919-Replaced dryer and valve in air conditioner.

Agent consulting with ADA22.

Agent was advised to transfer file to 82H for Lemon Law Concern.

VEHICLE DOES NOT QUALIFY FOR LEMON LAW CONSIDERATION BAISED ON OWNER S VERBAL REQUEST. REVIEW OF TIME IN SERVICE CURRENT MILEAGE AND HISTORY OF REPAIR INDICATES WE WILL AT THIS TIME HONOR THE TERMS OF THE FACTORY WARRANTY. WRITER SENT 036 LETTER ON THIS ISSUE. MFP

Customer Assistance Inquiry Record (CAIR)#	15830667
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VIN	2D4GP44L9 5R [REDACTED]	Open Date	01/03/2007	Built Date	02/19/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	08/10/2005	Mileage	20,939	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68781	LAKELAND CHRY-DODGE INC
Dealer Address	31 HADLEY ROAD	
Dealer City	GREENVILLE	Dealer State PA Dealer Zip 16125

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	WILLIAMSFIELD OH [REDACTED]	Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer reporting electrical doors not working all the time
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer reporting engine light on
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer reporting head lights going off and on

Customer s wife, Wendy stated took vehicle to dealer 68781 yesterday, 01/02/07 and now check engine light is on and staying on, head lights coming on and off and electrical doors are not working all the time. Customer stated the last service visit, electric door did not work properly. Writer called 68781, spoke with Service Manager, Dave and he stated he has ordered parts to repair sliding door and just spoke with customer and advised she bring vehicle back to 68781 to resolve repair issues. Agent advised customer information provided by 68781. Customer is requesting to be refunded Service fee. Agent referred customer to 68781. Agent advised information has been documented and provided Reference number.

Customer Assistance Inquiry Record (CAIR)# 15832685

VIN	1A4GP45R1 6B5 [REDACTED]	Open Date	01/03/2007	Built Date	08/22/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	02/11/2006	Mileage	15,500	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	08711	FAIRVIEW CHRYSLER JEEP INC			
Dealer Address	7589 WEST RIDGE RD				
Dealer City	FAIRVIEW	Dealer State	PA	Dealer Zip	16415
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ERIE PA [REDACTED]	Country	UNITED STATES		

Product - Fuel System - Unknown - Poor Fuel Economy - Default	Customer states having poor fuel economy.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights blink at random.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states he is getting poor fuel economy in vehicle. Customer states headlights blink on and off. Customer states vehicle has been taken to dealership 08711 on four separate occasions for service. Agent contacted dealership 08711 and spoke with Kevin (service Manager). Kevin states having done scan tests numerous times of vehicle. Kevin states customer is being told other vehicles are getting 26 MPG. Kevin states repair dates are as follows: 12/29/06 15460 miles and 6/7/06 5907 miles. Agent forwarded file to tier three for further review per CCG19.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 35 08711 01/05/07 17:51 O 15832685

Customer seeking update on file. Agent advised customer to continue working with dealership for a resolution. Agent contacted dealership 08711 and spoke with Kevin (Service Manager). Kevin states he has contacted tech hotline and was informed if no fault codes were found to not to repair vehicle. Kevin contacted zone representative. Kevin states zone representative and was informed same thing as tech hotline. Agent advised customer vehicle will be repaired per the terms of the warranty if dealership are able to duplicate issue or if fault codes have been found. Customer states dealership 65561 informed customer vehicle is a factory lemon. Customer states Service Advisor of dealership 65561 informed him they could not work on vehicle due to they would have to purchase vehicle back. Customer states he will not make another payment

on vehicle until vehicle is repaired. Agent advised customer that was at his own discretion.

01-26....customer cannot duplicate problem to dealership....no repairs performed...close jd15

Customer states that he bought the vehicle in Feb. Customer states in March that he was starting to have fuel issues. Customer states that this apparently computer problem causing an issue with the vehicle. Customer states that there were no codes because the computer would reset itself. Customer states that he has been to the dealership over 6 times. Customer states that he tried to go to another dealership but they are not willing to work on the vehicle. Customer states that he now has transmission issues. Customer states that he has over \$8,000 dollars into the vehicle. Customer states that he had put so much time into fixing the vehicle but it is still having issues. Customer seeking to have the vehicle bought back. Agent informed customer that he will have to keep working with the dealership until they are able to diagnose the issue. Agent informed customer that he needs to speak with the service manager of the dealership to further pursue this and until they are able to diagnose the vehicle. Customer states that he is placing a hold on the payments of the vehicle. Agent informed customer that this will be documented.

Customer Assistance Inquiry Record (CAIR)# 15834578

VIN	1D4GP45R5 6B [REDACTED]	Open Date	01/05/2007	Built Date	12/07/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT	
In Service Dt	06/30/2006	Mileage	12,500	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	ALBION IN [REDACTED]	Country	UNITED STATES

Recall - F10: WINDSHIELD WIPER MOTOR - Advise Owner/Incomplete Recall	Customer informed of recall
Referral - Other - Default - Default - Default	Customer referred to Dodge dealership
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated headlights will go out or not turn on

***** EMAIL BRIEF DESCRIPTION CONTENT *****

headlight failure

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

All of a sudden my headlights either go out or will not turn on. I took it in to Trier yesterday and they told me it is a design problem and Chrysler is working on it. Faulty headlights and you re working on it? What is going to be done to remedy this very hazardous problem? [REDACTED]

*****END OF CUSTOMERS EMAIL *****

Dear [REDACTED]:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Dodge Caravan.

It was noted that you have not yet had the repair performed on the vehicle.

We suggest you give your local Dodge Five Star dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with DaimlerChrysler vehicles.

Furthermore, your Five Star dealer is empowered by DaimlerChrysler to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer s warranty. Should you have any further questions, please feel free to contact the Chrysler Group Customer Assistance Center at 800-992-1997 for additional discussion.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Please contact your local authorized Dodge dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign # F10 WINDSHIELD WIPER MOTOR

Thank you again for your email.

*****END OF EMAIL RESPONSE*****

I took the car in for the windshield wiper recall. I also asked them to check the headlights as the problem is getting worse.

The mechanic worked on it and said that he was not sure it was fixed. He said it was a design problem that Chrysler was 'working on.' Apparently, there is a voltage issue.

The mechanic did some tinkering, but did not feel that he really fixed anything. Since he worked on it, the lights have come on as they should. However, he obviously did not leave me with much confidence in the fix. Thank you.

██████████
*****END OF EMAIL RESPONSE*****

Dear ██████████
Thank you for contacting the Chrysler Group Customer Assistance Center regarding your recent service experience.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize the Chrysler Group's reputation depends in part on the quality of service provided by our dealers. Because Chrysler Group dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although the Chrysler Group does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers service activities. Your complaint will be retained in the dealer's file.

Again, thank you for your email.

*****END OF EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#	15836258
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VIN	1D4GP25B7 6B [REDACTED]	Open Date	01/04/2007	Built Date	09/22/2005
Model Year	2006	Body	RSKL52	DODGE CARAVAN SE	
In Service Dt	12/31/2005	Mileage	10,496	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	64980	HAMILTON CHRYSLER INC			
Dealer Address	1240 HIWAY 33				
Dealer City	HAMILTON SQUARE	Dealer State	NJ	Dealer Zip	08690
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ALLENTOWN NJ [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states head lamps do not work.
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Customer calling stating he has a problem with the head lights. Customer states dealer cannot find the problem. Customer states the dealership cannot duplicate the problem. Customer states he wants a letter stating what DCX would like him to do on this issue. Agent advised customer writer cannot send a letter but can advise him what to do. Agent advised customer dealer may have to keep the vehicle overnight for further diagnosis. Customer states he wants to know how long it will take to find the problem. Agent advised customer writer cannot give specific time frame for dealer diagnosis and repair. Customer states he would like a rental vehicle. Agent advised customer DCX cannot assist with rental at this time. Customer states he is going to record the conversation . AGent advised customer DCX does not give customer permission to record the conversation. Customer would like DCX to compensate him for the time he took off work. Agent advised customer DCX cannot compensate for the time he took off work.

****TLD50 took over call. Customer very upset about the issue with his vehicle. Agent advised customer that DCCAC can get technical assistance involved. Customer seeking a rental vehicle. Agent advised customer that DCX cannot consider rental until there is a diagnosis. Agent advised customer that the dealer cannot replace components when they cannot duplicate his issues. Customer very upset with all of the information. Customer wants a copy of the file. Agent advised customer that will not be provided. Agent provided customer with reference number and advised that additional parties will be involved but he would need to take his vehicle back to the dealer. Customer wants a time frame of how long it will take the dealer to find his issue. Agent advised customer that cannot be provided from this agent and advised him to continue working with the dealership. Customer states if DCX will not replace the components that he asked them to, he will just pay to have them replaced. Agent advised customer that DCX does not recommend doing it. TLD50**** Agent contacted dealer and spoke to Service Manager, Craig Carpenter and

advised that a direct to dealer will be sent because the customer is bringing their vehicle in tomorrow.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 35 64980 01/04/07 13:45 O 15836258

*Contact Date:01/08/2007

Service Manager at the dealership has closed the Cair# 15836258

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 1/08/2007 AT 03:57:15Z R 15836258

Customer Assistance Inquiry Record (CAIR)# **15837486**

VIN	1D4GP24R1 5B [REDACTED]	Open Date	01/04/2007	Built Date	07/09/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	08/31/2004	Mileage	48,739	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68381	SUDBAY CHRYSLER DODGE INC			
Dealer Address	29 CAUSEWAY ST				
Dealer City	GLOUCESTER	Dealer State	MA	Dealer Zip	01930
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	GLOUCESTER MA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the lights come on and off.
Product - Electrical - Unknown - Other - Default	The front control module needs to be replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?
 Customer is seeking assistance with the cost of repair.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 12,000 miles.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 No
 How many DCX vehicles has the customer owned including this vehicle?
 1.
 Is there warranty history related to the current concern?
 Yes.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes.

****End structured narrative CL - GOODWILL ESCALATION

Customer states that she took the vehicle in for service for a air bag light a year ago. Customer states that they informed her that they had fixed the issue. Customer states that she took the vehicle in for the head lights to be repaired. Customer states that the head lights would go off when she was driving and they would not turn on some times. Customer states that she took the vehicle in and dealership advised her that they could not duplicate the problem. Customer states that now 6 months later the problem is even worse. Customer states that all of her dash lights coming on and off, and the head lights some times will not come on, or will not turn off, or just shut off by there selves. Customer states that she took the vehicle to the dealership for this issue again. Customer

states that the dealer informed her that they will not repair the vehicle unless she pays for the repair because she is now out side her warranty. Customer odes not feel that she should have to pay because she took the vehicle in for this issue while the vehicle still had warranty and the issue was not resolved. Customer is seeking assistance with the cost of repair to the vehicle. Agent transferred customer for further review per EJK28.

Agent received transfer Second owner of vehicle seeking assistance with the repair of the lights. The light do not work correctly. Vehicle is currently at dealership 68381. Customer is working with Jackie, service advisor. Customer states that this has been an on going issue. Agent contacted dealership and spoke with Steve, service manager. The front control module needs to be replaced. Vehicle has only been into the dealership twice. Customer was quoted \$220 for the repair. The district manager will not allow dealership to offer a co pay less than \$200 for a customer that did not purchase a service contract. Customer is not loyal to dealership. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired. Customer inquired information about state Lemon Law. Customer was referred to the blue and white booklet.

Customer Assistance Inquiry Record (CAIR)#	15840677
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VIN	1D4GP25B0 5B [REDACTED]	Open Date	01/05/2007	Built Date	09/02/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	10/19/2004	Mileage	26,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45158	OUTTEN COUNTY CHRYSLER, LLC			
Dealer Address	16614 POTTSVILLE PIKE				
Dealer City	HAMBURG	Dealer State	PA	Dealer Zip	19526
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	POTTSVILLE PA [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated head lamps intermittently wont come on.

Customer stated headlights do not turn on sometimes. They will sometimes turn on the interior lights but will not burn outside. Customer stated he turns them off and then back on a couple of times and that gets them to come on.

Customer stated When he makes a right hand turn lights will flicker and go off and then come back on.

Agent advised customer to go to dealership for diagnosis.

Agent gave customer reference number.

Agent advised customer to call since it is an intermittent problem call us when he takes his vehicle in.

*** When customer calls back in please do a direct to dealer****

Customer Assistance Inquiry Record (CAIR)# 15842044

VIN	2C4GP44RX	5R	Open Date	01/09/2007	Built Date	01/25/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/26/2005	Mileage	56,718	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	DENVER CO	Country	UNITED STATES

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the wiper and headlight switch do not work.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 we are having the same problem as on March 25 2006 plus more
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 on 3/25/06 while still under warranty we replaced the multi switch because of problems with the wipers the same problems are happening again plus the headlight switch is now acting up at times (when lights are switched on at times only the dash and parking lights will come on) There must be a problem somewhere electronically that keeps ruining these switches I don t believe that it is just wear & tear with only 56k We enjoyed our 02 Sebring so we traded for the 05 t&c but we are not very happy with the electrical problems We believe that it should be rectified by the Chrysler co.
 *****END CUSTOMER EMAIL*****
 Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Chrysler Town and Country.
 Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer s warranty at the time the expense was incurred. Although a more favorable reply could not be provided, sharing your concern with us is appreciated.
 Also, our records indicate that the following recall campaign has not been performed by an authorized DaimlerChrysler dealer.
 F01 REAR A/C AND HEATER TUBE CORROSION WARRANTY 02/09/2006 INCOMPLETE USA
 Since we can t always confirm that the needed service has been performed, we ask that you contact your local authorized Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
 Please take a copy of this message with you at the time of service.
 Thanks again for your email.
 *****END EMAIL*****

Customer Assistance Inquiry Record (CAIR)# 15853315

VIN	1C8GP45R2 5B [REDACTED]	Open Date	01/10/2007	Built Date	11/03/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	12/11/2004	Mileage	39,150	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68849	HERITAGE CHRYSLER JEEP			
Dealer Address	9219 HARFORD ROAD				
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21234
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	FALLSTON MD [REDACTED]	Country	UNITED STATES		

Product - Cooling System - Unknown - Defective - Default	Customer states AIS system is defective
Product - Electrical - Lamps and Switches - Defective - Default	Customer states head lamp switch is defective
Referral - Tier Two - Internal Escalation - Authorization - Default	Escalating customer for review

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Financial assistance in repair
 How far out of warranty is the vehicle/repair by time and/or mileage?
 4,150 miles
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 Yes
 How many DCX vehicles has the customer owned including this vehicle?
 Three
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer calling for assistance in repairs for AIS motor and head lamp switch. Customer states he is out of warranty and looking for assistance. Customer transferred to the internal Tier 2 escalation line for further review of concern per AMM97.
 Agent received transfer First owner of 3 DCX vehicles seeking assistance with the repair of the AIS motor and the head lamp switch. Vehicle is currently at dealership 68849. Vehicle has no service contracts. Customer has been working with Sarah, service advisor. Vehicle is outside of warranty by about 3150 miles. Agent contacted dealership and spoke with Jim Abbott, service manager. Dealership considers him to be a pretty good customer. Dealership is not opposed to assistance at warranty costs. Customer was quoted about \$600. Dealer prefers a co pay of \$150. Agent was advised to contact the dealership in

20-30 minutes. Customer was offered a call back. Customer prefers to be reached at work number of 68849 410.388.3725.

Customer calling to see if previous agent has any information yet.

Writer checked with JMC129 and she advised writer that she needed to speak with the dealership. Writer called dealership and George, service advisor advised writer that the warranty price for repairs is \$131.75 for

parts and labor,

Parts \$ 93.20

Labor \$38.77

Total \$131.77

George states Jim, service manager wanted to offer the customer a \$100.00 copay and DCX pay \$31.77. Writer advised customer that previous agent JMC129 would be getting back to him as soon as possible. Customer understood.

Writer spoke with JMC129 and she stated that she wanted to offer the customer a \$50.00 copay and DCX would pay the balance of \$81.77. Writer called customer and dealership and both agreed to the offer. Writer sent the pre-authorization in the amount of \$81.77.

PAUN08470540110

Customer Assistance Inquiry Record (CAIR)#	15857244
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VIN	2D4GP24R7 5R [REDACTED]	Open Date	01/11/2007	Built Date	06/30/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	09/01/2004	Mileage	46,800	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	44945	GANLEY EAST INC			
Dealer Address	28840 EUCLID AVE				
Dealer City	WICKLIFFE	Dealer State	OH	Dealer Zip	44092

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MADISON OH [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer had to replace the headlight switch.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Escalations.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Customer seeking assistance with the headlight switch
 How far out of warranty is the vehicle/repair by time and/or mileage?
 Expired by 10,800 miles
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 yes
 How many DCX vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 yes
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer has had to replace the headlight switch under warranty. Customer is having to replace the headlight switch again. Customer is seeking assistance.
 Customer transferred to the internal Tier 2 escalation line for further review of concern per KKB13.
 Customer transferred to the internal Tier 2 escalation line for further review of concern.
 Original owner. 1 DCX vehicle.
 Caller is Tammy Brown (owner's daughter). Alleges that headlight switch was replaced in June 2006. Customer states that this is the second time that the headlights just stopped working.
 Agent left message for Service Manager (Michelle Vensik). After leaving message, customer stated that the repair was already done and paid for (\$136.00).
 Agent advised customer that she could either mail in both invoices that show/reflect replacement of same component in June and now or fax them in for review.
 If it is the same component, agent will reimburse full amount in an attempt to insure continued satisfaction with vehicle.

If it is something other than that component, issue will be reviewed for possible consideration.

VIP: 03/08/06, headlamp switch replaced.

[REDACTED] (Owner s Daughter) calling in seeking update. Customer states she has been speaking to JPN15 for possible reimbursement. Customer states she has been attempting to contact JPN15 but has not been able to. Customer states she had not received fax number. Agent provided fax number for customer.

Caller is [REDACTED]. Caller states she faxed in her information a week ago and is seeking an update on this issue. Agent consulted with KEG24 and the information has been reviewed and the check will be issued and mailed.

* Fax received *

Review shows that part #ZL671DVAC was initially replaced on 03/08/06 at 30,552 miles and then again on 01/17/07 at 47,113 miles.

As a one-time goodwill gesture, DaimlerChrysler will reimburse customer for replacement on 01/17/07 for \$137.06.

Repair is broken down as follows:

- . 1) Parts= \$58.75
- 2) Labor= \$70.25
- 3) Sales tax= \$8.06
- 4) Total= \$137.06
- .

Owner will be reimbursed \$137.06.

JPN15 submitted & approved check for \$137.06.

Customer Assistance Inquiry Record (CAIR)#						15858076
VIN	2D4GP44L2	5R [REDACTED]	Open Date	01/11/2007	Built Date	12/15/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	12/30/2004	Mileage	19,198	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42913	ERICH HENKEL DODGE				
Dealer Address	415 WEST DICKMAN ROAD					
Dealer City	BATTLE CREEK	Dealer State	MI	Dealer Zip	49017	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BATTLE CREEK MI [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Cusotmer states that the issue is not resolved.
Product - Engine - Unknown - Other - Default	Customer states that the coil needed replaced.
Product - Electrical - Power Sliding Door - Other - Both Sides	Customer states that the doors will not open or close most of the time.
Product - Electrical - Lamps and Switches - Other - Default	Customer states that the lights flutter.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states that they made repeated trips for repairs.

Customer states that he is trying to figure out what to do with the his vehicle. Customer states that he has nothing but problems since he has owned the vehicle. Customer states that the lights are having issues. Customer states that the panel and console lights flutter. Customer states that the electrical wiring is not working correctly. Customer states that the side doors would not open or close. Customer states that the dealership has replaced the switch for this several times and did not repair the issue. Customer states that the vehicle dies on them when they are driving the vehicle. Customer states that the dealer advised them that coil had cracked and needed replaced and this did not repair the issue. Customer states that they are scared to drive the vehicle any where. Customer states that they replaced the wires under the dash because the wires were corroded. Customer states that he has been working with the Service Department 100% and the issues are still existing. Customer states that they would be happy in getting a new van or taking the money that they have paid on the vehicle and put toward another DCX vehicle. Customer states that the vehicle has been in the shop about 14 times for these issues. Customer states that they have tried every thing to repair the vehicle and have been very patient in the attempts to repair the vehicle. Agent contacted the dealer 42913 and spoke to Aaron the Service Advisor. Arron states that the first attempt was on 1/06 at 8,247 miles and concern was fluttering lights and they ordered the part. Arron states that the next attempt was on 2/10/06 at miles 9,058 and concern was lights flickering they replaced the head light switch. Arron states that the next attempt was on 4/17/06 at 10,574 miles and the concern was fluttering lights and could not duplicate issue. Arron states that the customer has and appointment on 1/15/07 for the

lights fluttering.

Arron states that the attempts for the coil pack issue was on 4/17/06 at 10,574 miles and the concern was vehicle died and would not start and they replaced the coil pack.

Arron states that the next attempt was on 1/02/07 at 18,260 miles and the concern was for the vehicle dyeing and they replaced the coil pack again.

Arron states that the next attempt was on 12/22/06 at 18,017 miles and the concern was for the air bag light coming on and off and they replaced the sensors.

Agent reassigned file for further review per DLM153.

ATTENTION SERVICE MANAGER / DISTRICT MANAGER PLEASE CONTACT THIS OWNER AND ARRANGE FOR INSPECTION AND RESOLUTION OF LONG STANDING ELECTRICAL ISSUE. PLEASE CONTACT STAR OR THE BC TECH ADVISOR TO RESOLVE OWNER COMPLAINT. PLEASE HAVE YOUR DISTRICT MANAGER UPDATE THIS CAIR NARRATIVE WITH A FIRM CLOSING. MFP

REASSIGNED TO BC/DLR 42 42913 01/16/07 17:24 O 15858076

Customer called in stating he was told to call us back when he took the vehicle to the dealership. Customer stated he has taken the vehicle to dealer 42913 for service on the electrical issues he is having. Agent informed the customer his case was reassigned to the appropriate parties and they have forwarded his file to the dealership to get technical assistance involved.

Customer calling back in and states that the dealership could not duplicate the problem with the vehicle. Customer states that the Service Manager then took the vehicle out before he could get vehicle. Customer states the vehicle died on the Service Manager and he would like it to be documented. Customer states that he would like to be out of this vehicle and he wants it known. Agent advised customer that this was documented and the appropriate parties have become involved.

REASSIGNED TO BC/DLR 42 42913 02/16/07 11:17 O 15858076

*Contact Date:02/16/2007

Service Manager at the dealership has closed the Cair# 15858076

Vehicle operates properly and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 2/16/2007 AT 11:22:31 R 15858076

Customer Assistance Inquiry Record (CAIR)#						15858669
VIN	1D4GP25B9 5B [REDACTED]	Open Date	01/11/2007	Built Date	03/17/2005	
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	05/26/2005	Mileage	33,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45329	PLANET DODGE				
Dealer Address	18555 HIGHWAY 59 N					
Dealer City	HUMBLE	Dealer State	TX	Dealer Zip	77338	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	NEW CANEY TX [REDACTED]	Country	UNITED STATES			

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states that she has made repeated trips for repairs.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states that the check engine light keeps coming on.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the problem is not resolved.

Customer states that the vehicle has been having problems since she has purchased the vehicle. Customer states that the check engine light keeps coming on. Customer states that the light will come on and she will take the vehicle to the dealership and the light comes right back on. Customer states that the vehicle was making noise from under the hood. Customer states that she has taken the vehicle in about four times. Agent contacted dealer 45329 and spoke to Ron the Service Advisor. Ron states that the vehicle was brought in on Nov. 30, 2006 at 31,000 miles complaint was noise from engine compartment, technical replaced belt intension. Ron states that the vehicle was brought in on July 14, 2006 at 23,139 miles the complaint was vehicle dies while driving and starts beck, they replaced the O2 sensor: complaint head lights flicker, replaced the head light switch: complaint was the vehicle made a whirl sound, replaced the alternator: complaint was when the vehicle is started it makes a whirl sound, replaced tensioner belt. Ron states that on March 30, 2006 at 16,407 miles complaint was the vehicle hesitates, they did tests on vehicle and no codes found, unable to duplicate issue. Ron states that the vehicle has been repaired every time the vehicle has been brought in for concerns. Customer states that she has taken the vehicle in for the check engine light coming on. Agent advised customer that she could take the vehicle to the dealership and call DCX back and DCX will forward the file over to the dealership. Agent advised customer of the reference number.

Customer stated check engine light was on and had 45329 to repair. Customer stated check engine light is back on and requesting what to do. Agent advised customer since 45329 completed repair, she needs to contact

them regarding check engine light back on. Customer requesting to exercise lemon law. Agent referred customer to blue and white book that came with vehicle. Customer s wife Vicki called.

The customer called back stating that she pulled out the post card in the blue and white hand booklet and it has information about almost every states except for Texas. THe customer wanted to know if she mails in the post card will someone call her back. The agent informed the customer that once the post card is received someone should get in contact with her. The customer stated that was all she needed.

Customer Assistance Inquiry Record (CAIR)#						15866239	
VIN	2D8GP44L6	5R [REDACTED]	Open Date	01/15/2007	Built Date	04/19/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/30/2004	Mileage	30,948	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68010	RIVER FRONT CHRYSLER JEEP INC					
Dealer Address	200 HANSEN BOULEVARD						
Dealer City	NORTH AURORA			Dealer State	IL	Dealer Zip	60542
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	AURORA IL [REDACTED]				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Body Hardware - Broken, Cracked - F. Door-Driver	Customer stated that driver side front door will not latch.
Product - Body / Trim / Paint Finish - Body Hardware - Loose - Fender-Pass	Customer stated that right front fender shroud was loose.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Customer stated vehicle has delayed engagement.
Product - Electrical - Battery - Other - Default	Customer states battery cable was loose.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states check engine light came on.
Product - Electrical - Lamps and Switches - Worn - Default	Customer states lamps flickering on and off.
Product - Engine - Unknown - Other - Default	Dealer put a fan belt in vehicle.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	Dealer put window regulator in the front driver window.
Product - Fuel System - Fuel Hoses and Lines - Other - Default	Dealer replaced a split fuel vaper hose.
Product - Electrical - TV/DVD - Intermittent or Inoperative - Video	Dealer replaced the DVD unit.
Product - Brakes - Unknown - Other - Unknown	Dealer stated customer need brakes but she declined.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Dealer stated they overhauled transmission.
Product - Suspension - Torsion / Sway Bars - Other - Front	Dealer stated they replaced sway bar links.
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	Dealer stated they reprogrammed the PCM.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Dealer states the multifunction switch was replaced.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side	Dealer states they replaced a power sliding door motor.
Product - Electrical - Alternator/Voltage Regulator - Other - Default	Dealer states they replaced alternator and belt..
Product - Suspension - Torsion / Sway Bars - Noisy - Front	Dealer states they replaced sway bar bushings.
Referral - Tier Three - Default - Default - Default	Tier Three Support Referral

Customer calling states she has had numerous issues out of her vehicle. Customer states that the dealer recently worked on vehicle a month ago and it was repaired. Customer states it died on her and the lights were flickering on and off last thursday. Customer states it went to the

dealer friday and she feels they left her battery cable loose because dealer told her that battery cable was loose is what caused this current issue. Customer states she has had this vehicle in for to many issues and wants the vehicle repurchased. Customer states they had to put her in this vehicle out of her 02 model because she had issues with it. Customer states she wants this vehicle replaced as well.

Agent contacted dealer 68010 to get repair history of vehicle. Mike service manager states repair history as is follows.

1/12/07 at 30,505 Customer states interior lights flicker. Dealer replaced negative battery cable. Customer states that vehicle died at idle. Dealer reprogrammed the PCM. Customer states rear blower motor goes from low to high on its own. Dealer could not duplicate concern.

12/12/06 at 29,714. Customer states interior and head lights flicker when braking. Dealer replaced the headlight switch after order on 11/8/06.

Left turn signal wont shut off. Dealer states the multifunction switch replaced. Customer states the left stow and go seat will not latch.

Dealer found operating properly.

11/8/06 at 29,112. Customer states driver side front door will not latch shut. Dealer replaced latch assembly. Customer states that the headlights were flickering. Dealer ordered headlight switch.

10/23/06 at 28,754. Customer states clunking noise in front end. Dealer replaced sway bar bushings. Customer states the front window makes rubbing noise when going down. Dealer put window regulator in the front driver window. Customer states there was a scraping noise when taking off caused. Dealer found that they were hitting wear indicator. Customer declined brake repair. Customer states vibrating sound at idle. Dealer snapped A/C line back in hold down snap.

9/12/06 at 27,497 miles. Customer states clunking noise in front end while going over bumps and turns. Dealer replaced sway bar links. Customer states steering wheel shakes when brakes applied. Customer declined brake repair. Customer states intermittently when vehicle in reverse there was delayed engagement. Dealer could not duplicate. Customer states the driver side sliding door is hard to open manually. Dealer put a power sliding door motor.

7/26/06 at 25,825 miles. Customer states transmission will not engage in reverse when cold. Dealer overhauled transmission. Customer states the right front fender shroud is loose. Dealer put new retainer clips. Customer states the right front window went goes down slow. Dealer lubricated the glass slide guides.

6/19/06 at 24,982 miles. Customer states check engine light came on. Dealer replaced a split fuel vaper hose.

6/5/06 at 24,014 miles. Customer states vehicle shifts hard into drive or reverse. Dealer could not duplicate concern. Customer states there is a rubbing noise in left window when going down. Dealer lubricated the window track. Customer states the fan belt was making noise. Dealer replaced alternator and belt.

4/5/06 at 21,495 miles. Customer states noise from engine when started. Dealer could not duplicate. Customer states noise from driver window when not rolling down. Dealer replaced window regulator.

3/31/06 at 21,379 miles. Customer states tapping noise in engine compartment at idle. Dealer put a fan belt in vehicle. Customer states DVD and CD player stops working intermittently. Dealer found the disc in player was bad.

3/27/06 at 21,314 miles. Dealer did recall on rear heater line. Customer states the vehicle dies when coming to a stop. Dealer could not duplicate concern. DVD screen goes dark while in use. Dealer put another DVD unit in vehicle.

Agent consulted with JDB116 and and left message with customer informing her customer to consult with blue and white booklet for concern of vehicle repurchase.

Customer states that her vehicle is alright at this time but she feels that it is going to mess up again. Customer states that her 2002 vehicle was bought back. Customer states this is her second Chrysler vehicle that she has had many issues with. Agent informed customer that information will be forwarded to appropriate department who will contact her back about repurchase. Agent reassigned information for further research per SMD54 due to days out of service and provided customer with reference number.

and writer agreed that repair history is extensive. Writer advised Mike of owners request for vehicle replacement. Mike will contact district manager Matt to review vehicle repair history. Writer advised Mike that file will be sent to DCX business center for handling. Writer left voice message for owner and advised owner that file will be sent to DCX business center and district manager for review of owners request for replacement vehicle.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 51 68010 01/18/07 10:56 R 15866239

Owner calls back seeking information regarding vehicle replacement request. Writer advised owner that writer has contacted service manager Mike, and file has been forwarded to DCX business center for handling with district manager Matt. Owner thanked writer for information.

Customer states she is having alot of issue with the vehicle and the DM told the SM that the vehicle will not be bought back because the vehicle has 30,000 miles. Customer states the vehicle is back at the dealership now because it is loosing oil. Customer states she does not want this vehicle. Customer wants to speak with a manager. While agent was consulting with DJP99 customer disconnected the call.

Owner calls back states that she is talking to service manager Mike at #68010 regarding vehicle replacement request. Writer spoke to Mike who advised that DM Matt has declined vehicle replacement, and DM will update file today. Writer advised owner that DM has declined vehicle replacement, and vehicle will continue to be repaired according to terms of factory warranty.

Customer calling in regards to the request for buy back of this vehicle. Customer stated the request was declined by the district manager of the dealership. Agent informed the decision was made and the vehicle will be repaired per the terms of the warranty. Customer stated she needs to speak to a supervisor. Agent informed customer their supervisor is going to provide the same information. Customer stated then she needs to speak to someone higher. Agent consulted with EMW20. EMW20 took over phone call, informed customer that DCX will not purchase the vehicle back and informed her the DM informs the dealership of that information and not DCCAC. Customer stated she needs to speak to someone higher. EMW20 informed customer the decision was already made and can not and will not be overturned. Customer stated she needed another number to contact. EMW20 informed customer there was no other number DCCAC could provide her with. Customer stated she would contact someone else and released phone call.

*Contact Date:02/06/2007

Service Manager at the dealership has closed the Cair# 15866239

Warranty repair has been documented on Repair Order#148166

CAIR RETURNED FROM DEALER ON 2/06/2007 AT 03:32:419 R 15866239

Customer Assistance Inquiry Record (CAIR)# 15868329

VIN	1D4GP45RX 6B [REDACTED]	Open Date	01/16/2007	Built Date	10/27/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT	
In Service Dt	01/25/2006	Mileage	29,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45027	SAFFORD MOTORS DODGE			
Dealer Address	5202 JEFFERSON DAVIS HWY				
Dealer City	FREDERICKSBURG	Dealer State	VA	Dealer Zip	22408
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ORANGE VA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default Customer having issues with head lights.

Customer states that her head lights went out again last night and this morning. Customer states that she can not get them to come back on and this is an on going issue. Customer states that she is taking the vehicle to the dealership today. Customer states that she bought this vehicle in January of 2006. Customer states that this is her first Dodge and she will never buy another. Customer states that she would like to know what Dodge will do for her. Customer states that she does not want this van because she does not feel safe anymore. Agent contacted dealership and spoke with Jay. Jay states that they could never duplicate the issue. Jay states that they put a lot of miles on the vehicle and even let it sit and run and they could never get it to act up. Jay states that they had the vehicle for a week. Agent advised Jay that the customer will be bringing her vehicle in today and that a direct to dealer is being sent. Customer states that she wants to know if she can seek lemon law. Agent advised customer to refer to her blue and white book in her glove compartment that provides the rules and guidelines for lemon law in her state.

REASSIGNED TO BC/DLR 35 45027 01/16/07 09:31 O 15868329

Customer contacting DCCAC back because she was not satisfied with previous agent and the information that was provided. Customer seeking what DCX will do for her and the issues with the headlights. Agent informed customer that the file has been sent to the dealership and she would need to contact the Service Manager at her local dealership for further updates and information. Customer disconnected call.

1/20/07 DM sent e-mail to Service Manager, John Vern, requesting CAIR update. cjm7

*Contact Date:01/22/2007

Service Manager at the dealership has updated the Cair# 15868329 Dealer attempting to contact customer.

1/31/07 DM spoke with John Vern. He has been unsuccessful in contacting owner. He will attempt to recontact. cjm7

2/2/07 SM contacted owner to schedule an appointment for vehicle inspection

and owner stated that on the advise of her attorney she has sent a letter to Chrysler. DM checked for receipt of correspondence and letter has not been received/processed. cjm7

2/7/06 DM closed CAIR. Owner would not schedule a service appointment when contacted by Service Manager, John Vern, at dealership. cjm7

Customer Assistance Inquiry Record (CAIR)#	15871714
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VIN	2C4GP44R9	5R [REDACTED]	Open Date	01/18/2007	Built Date	02/23/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	02/24/2005	Mileage	39,549	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	45299	CHRYSLER JEEP DODGE OF	RENSELAER, INC.
Dealer Address	1106 N MCKINLEY AVE		
Dealer City	RENSELAER	Dealer State	IN
		Dealer Zip	47978

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	RENSELAER IN [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	intermittent headlamp switch
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

My 2005 Town and Country is in need of repairs
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****EMAIL SUMMARY*****

I have 2 probs with a 2005 Town & country. The first is Headlight switch. It was replaced a year ago because the headlights wouldn't come on or would go out on their own. Well I have the same problem again and the dealership is just going to replace the switch again? My other problem is that this vehicle just started running rough and we took it to the dealership and was told the spark plugs and wires needed changed severely. Can you tell me why a vehicle with less than 40,000 miles would need these items changed when the manual calls for this maintenance to be performed at 75,000 miles? We own 5 dodge/chrysler products in my immediate family and now I'm beginning to question why. What are my options on getting these items corrected? Should I just plan on getting out of these vehicles and going with a different manufacturer? Please advise.

*****END EMAIL SUMMARY*****

Agent contacted dealer 45299 and spoke with the service manager who states that this has been a previous concern. Agent advised service manager that DCX would be willing to assist with a warranty cost of approximately \$67.00, minus a \$25.00 copay. Service Manager will call back once vehicle is at dealership and a preauth can be entered. Agent attempted to contact customer on 1/18/07 at 2:28pm on the customer's home phone, agent left message.

*****EMAIL RESPONSE*****

Thank you for contacting the Chrysler Group Customer Assistance Center. I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, [REDACTED]. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69826. If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy:
 Vehicle owner name
 Vehicle owner address
 Day and evening phone numbers

Vehicle Identification Number (VIN)

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

I look forward to speaking with you.

Thanks again for your email.

*****END EMAIL RESPONSE*****

*****EMAIL SUMMARY*****

I will accept your offer to replace this switch for a \$25 co-pay.

However, I still don't agree that this is right. A new switch shouldn't wear out that soon. I was unaware that this was a rental unit prior to purchasing this unit. Even so a new switch was supposedly installed since I purchased this van and it went faulty also. What are the odds of this?

I work for an automotive manufacturer and I think I have a good idea about mechanics. Plus I have what appears to be the same switch in my 04 Dakota and it's never went bad! The plugs and wires haven't faulted out yet either but I'll give you that one. I know these things can happen.

But a switch... come on now, what's up with that? I guess in the future I will try to deal with a more honest Salesman and maybe one that's not affiliated with DaimlerChrysler! Have a nice day!

*****END EMAIL SUMMARY*****

*****EMAIL RESPONSE*****

NAN, customer's concerns have been addressed on the phone and the customer is aware of the offer and how to use it.

*****END EMAIL RESPONSE*****

*****EMAIL SUMMARY*****

Just a note. I filed a complaint with the NHTSA. It appears that I am not alone with this problem. Obviously a safety issue such as this isn't taken seriously by you! Thanks again!

*****END EMAIL SUMMARY*****

*****EMAIL RESPONSE*****

Thank you for contacting the Chrysler Group Customer Assistance Center.

The time and effort you took to communicate your opinion is appreciated.

Constructive criticism of the kind offered in your note is always a welcomed and important way of getting feedback. It is a help in providing the greatest possible satisfaction for customers.

Please feel free to communicate with us again whenever you have constructive comments or criticism.

Thanks again for your email.

*****END EMAIL RESPONSE*****

NEXT AGENT customer called in for reference number for co pay authorized transferred to dccac per JA723

Dealership calling in for authorization number. Agent informed the dealership the number is 15871714.

Customer Assistance Inquiry Record (CAIR)# 15875044

VIN	2D4GP44L1 6R [REDACTED]	Open Date	01/17/2007	Built Date	03/07/2006
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	10/14/2006	Mileage	4,627	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	41108	TACOMA DODGE INCORPORATED			
Dealer Address	4101 S TACOMA WAY				
Dealer City	TACOMA	Dealer State	WA	Dealer Zip	98409

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	LAKWOOD WA [REDACTED]	Country	UNITED STATES

Product - Electrical - Battery - Intermittent or Inoperative - Default	Customer had bettery issues.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states having electrical issues.
Dealer - Service/Body Shop - Personnel - Other - Unknown	Customer states having issues with dealership 41108.
Dealer - Unknown - Unknown - Refused Service/Transient - Default	Customer states having issues with dealership 41108.

Customer states he is seeking Lemon Law on his vehicle. Customer is seeking an address to mail his information. Customer states he is not allowed back at dealership 41108. Customer states that his vehicle was in an accident five months before he purchased it and was not made aware of this. Customer states that the vehicle has also been in the shop four times for electrical issues. Agent advised the customer that information would need to be gathered from the dealership. Customer states he would like at call back at [REDACTED] and wants it done ASAP. Agent advised the customer he will be contacted back as soon as the information can be obtained. Customer states having videos he will put on the internet about dealership 41108 and will do so if something is not done. Customer also states that the dealer also is decriminating against him since he is from England. Agent advised the customer his complaint has been documented and what he does outside of Daimler Chrysler is at his digression. Agent contacted dealership 41108 and spoke to Jessica the Service Advisor. Jessica states the vehicle came in on 01/09/07 at 4392 miles for head lights flashing, when the vehicle gets up to 80 mph the vehicle gets a burning smell, steering wheel sticking, and the turn signal does not cancel-could not duplicate. 12/27/06 at 3296 miles for the dash lights flashing-could not duplicate. 12/21/06 at 3116 miles for the dash lights-checked battery and it had a bad call, the battery was replaced. 12/14/06 at 2816 miles for head lights going dim and the battery light-could not duplicate. Liftgate opening by itself- performed TBS. Jessica also states that no one in the service department told him he was not allowed in the dealership. Agent consulted with LGP14 and will contact the dealership back and sent a direct to dealership and advise the customer to continue working with the dealer to get this issue resolved. Agent contacted the dealership back and spoke to Jessica and advised that a direct to

dealership is coming. Jessica said she did check and the customer is banned for threatening. Agent contacted the customer back and advised the customer that Lemon Law varies from state to state and he would need to speak to his state s Attorney General, per MAL93. Agent advised the customer to have the vehicle repaired per the terms of the warranty to work with another local dealership. Customer states that he has and per the state Attorney general he is suppose to request buyback from the selling dealership and they will not allow him to go back to the dealership. Agent consulted with LGP14 and advised the customer that all the information has been provided to him and the agent cannot advise him any further on Lemon Law.

REASSIGNED TO BC/DLR 71 41108 01/18/07 14:59 R 15875044
12207: Requesting Retention Analysis from Tacoma Dodge. DM follow up to continue. RAD16

*Contact Date:01/29/2007

Service Manager at the dealership has closed the Cair# 15875044

Dealer operational issue has been addressed.

CAIR RETURNED FROM DEALER ON 1/29/2007 AT 01:01:778 R 15875044

Customer Assistance Inquiry Record (CAIR)# 15875384

VIN	2C4GP44R9 5R [REDACTED]	Open Date	01/17/2007	Built Date	02/23/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	02/24/2005	Mileage	39,400	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45299	CHRYSLER JEEP DODGE OF	RENSELAER, INC.		
Dealer Address	1106 N MCKINLEY AVE				
Dealer City	RENSELAER	Dealer State	IN	Dealer Zip	47978
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	RENSELAER IN [REDACTED]	Country	UNITED STATES		

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Other - Default	Customer states headlight switch needs to be replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Support Referral.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with the cost of headlamp switch.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 3,400 miles.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 No.
 How many DCX vehicles has the customer owned including this vehicle?
 5.
 Is there warranty history related to the current concern?
 Yes.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes.
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer states there is an issue with the headlight switch. Customer states this was previously replaced. Customer states he has taken vehicle to dealership 45299 regarding this issue. Customer states the dealership has advised him that the spark plugs need to be replaced. Customer is not happy because the owner's manual states spark plugs will need to be replaced at 75,000 miles and he has not yet reached that many miles. Consulted with CDC43.
 Informed customer that DaimlerChrysler will not participate in the repair for the spark plugs, but writer will transfer for further review for assistance for the headlight switch.
 Customer is upset because DaimlerChrysler will not assist in the cost of spark plugs.
 Customer calls seeking recall information. Advised the customer of incomplete recall F01 for this vehicle. Customer was advised to

contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

The customer called stating that he was being transferred and the call was disconnected. The agent transferred the customer again.

Customer Assistance Inquiry Record (CAIR)# **15885137**

VIN	2C4GP54L9	5R	Open Date	02/19/2007	Built Date	07/05/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	09/15/2004	Mileage	1	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	65152	VILLAGE MOTOR SALES INC				
Dealer Address	1185 SOUTH MAIN STREET					
Dealer City	CHELSEA	Dealer State	MI	Dealer Zip	48118	

Owner		Contact Type	LETTER
Address		Home Phone	
	CHELSEA MI 4	Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Courteous - Unknown	Customer states dealer 44688 was extremely helpful to her son in law.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states son in laws vehicle headlights stopped working.

Customer states she wants to send in a compliment for dealer 44688. Customer states her son-in-law was driving from Fort Meyers, FL the headlights stopped working. Customer states Steve in Service Department diagnosed issue and repaired vehicle. Customer states dealership took her son in law to get lunch while he waited for repairs. Customer states dealership 44688 deserve their five star status, and lived up to that rating.

Customer also states her local dealership, dealer 65152 was very helpful in helping find dealer 44688 for her. Customer state dealer 65152 provided directions for her to relay to her son in law.

Agent attempted to contact the customer on 2/18/07 at 9:53am on the customer s Home phone. Agent unable to speak with customer. Agent left voicemail with DCCAC telephone number, reference number and extension.

Agent attempted to contact the customer on 2/19/07at 5:19pm on the customer s Home phone. Agent unable to speak with customer. Agent left voicemail with DCCAC telephone number, reference number and extension.

Agent will send letter 21 and close cair.

Customer returning agent s call. Agent advised letter 21 was sent and thanked customer for sending her letter.

Customer Assistance Inquiry Record (CAIR)#						15886860
VIN	1D4GP24R5 5B [REDACTED]	Open Date	01/22/2007	Built Date	06/25/2005	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	07/20/2005	Mileage	30,000	Dealer Zone	74	DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26519	PRO CHRYSLER JEEP				
Dealer Address	1800 WEST 104TH AVE					
Dealer City	THORNTON	Dealer State	CO	Dealer Zip	80234	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	FEDERAL HEIGHTS CO [REDACTED]	Country	UNITED STATES			

Product - Electrical - Lamps and Switches - Complete Failure - Default	Cusotmer states the outside lights have gone out.
Product - Brakes - Unknown - Worn - Unknown	Customer states dealer replaced all brakes.
Corporate - Dealer Information - Default - Default - Default	Customer states he is disappointed with service.
Product - Electrical - Satelite Radio System - Complete Failure - Default	Customer states his radio has gone out.
Product - Steering - Unknown - Other - Default	Customer states that he has had a power steering issue.
Product - Transmission / Transaxle - Unknown - Leaks - Default	Customer states the transmission was repaired.
Product - Air Conditioning / Heater - Unknown - Other - Default	Customer states this is the third repair on his heater.

Customer states that he has owned this vehicle since July and it has been in the shop more than it has been at his house. Customer seeking information on how to contact the DM. Agent advised customer that they cannot contact the DM. Agent advised customer that there would be a direct to dealer sent in order to get the issue with the customer s heater resolved. Agent contacted dealer 26519 and spoke with Jake the Assitant Manager because the Service Manager was unavailable. 1/ 3/07 Buttons in ops , 29,690 cd stuck. 1/12/07 Customer states headlights won t come on. Replaced switch and checked operations. Check to make sure wires are seated correctly. No heat from heater. Checked leaks none found. Jake states that the customer has been in there at least one other but there was not a ticket wrote on that. Replaced radio. Agent advised that there would be a direct to dealer sent. Agent advised customer that all possibilities had to be exhausted before the dealership would consider getting a representative involved. Customer states that he is about at the end of his patience and just wants the issues resolved with this vehicle. Agent advised customer to continue to work with his dealership in order to get this resolved. Customer is extremely unhappy about not being able to speak with a Representative over these issues with his vehicle. Customer states that dealer advised him that they did not have this

information. Agent advised customer that this is something that he will have to continue to work with the dealership on. Agent advised customer that if this was not resolved than to contact DCX back in order to get these issues resolved.

Customer Assistance Inquiry Record (CAIR)# 15887115

VIN	1D4GP24R1 5B [REDACTED]	Open Date	01/22/2007	Built Date	08/05/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	04/22/2005	Mileage	46,748	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68181	QUALITY CHRYSLER DODGE JEEP INC			
Dealer Address	187 BENJAMIN H HILL DRIVE W				
Dealer City	FITZGERALD	Dealer State	GA	Dealer Zip	31750
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SYCAMORE GA [REDACTED]	Country	UNITED STATES		

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repairs.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Power windows are not working.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights are not working.
Product - Steering - Steering Wheel / Column - Noisy - Default	steering wheel is noisy.

Customer states he prefers to take vehicle to tipton dealer. Customer purchased a caravan and took it in under warranty for power window issue. This issue did not occur while it was at the dealer. Now the steering wheel is making noise, headlights are not coming on, window stopped working again, and there seems to be an electrical issue with this vehicle. Customer is seeking assistance with repairs.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?
Customer seeking assistance with repair.

How far out of warranty is the vehicle/repair by time and/or mileage?
10748 miles, customer is out by mileage only.

Is there a service contract on this vehicle that would cover the repair?
No.

Is the customer the original owner of this vehicle?
Yes.

How many DCX vehicles has the customer owned including this vehicle?
1.

Is there warranty history related to the current concern?
No.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
No.

****End structured narrative CL - GOODWILL ESCALATION

Per KEG24 Customer transferred to the internal Tier 2 escalation line for further review of concern.

Customer transferred to the internal Tier 2 escalation line for further review of concern.*****

Customer stated that no diagnosis has been done, Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer stated he will never purchased another vehicle.

Customer Assistance Inquiry Record (CAIR)#	15891642
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VIN	2D4GP44L6 6R [REDACTED]	Open Date	01/23/2007	Built Date	08/17/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	11/10/2005	Mileage	23,900	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44732	CHARAPP CHRYSLER JEEP & DODGE			
Dealer Address	13251 STATE ROUTE 422				
Dealer City	KITTANNING	Dealer State	PA	Dealer Zip	16201
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CHICORA PA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights malfunction.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states instrument panel does not light up sometimes.

Customer called in stating that the headlights have gone out twice within in the year. Customer states that he was driving while it was dark outside and the vehicles head lights went out. Customer states that this issue does not happen on a regular basis. Customer states that he brought vehicle to dealership 44732. Customer states that the dealership replaced the multi-function switch. Customer states that he is contacting DCCAC to express his concerns of future issues. Customer also states that the instrument panel goes out. Advised customer that concerns have been documented. Advised customer that DCCAC can not speculate on future accurance. Customer seeking information on whether repair would be covered outside of warranty if issue still exists. Advised customer that DCX will definatley look into any goodwill concerns outside of warranty, however no promises can be made and decisions are made on a case by case situation. Customer understood, no further information was requested.

Customer Assistance Inquiry Record (CAIR)# 15905163

VIN	1D4GP24R4 5B [REDACTED]	Open Date	01/30/2007	Built Date	09/03/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	09/21/2004	Mileage	70,000	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	FAYETTEVILLE NC [REDACTED]	Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Continuous issue with head lights.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights failed three times during vehicle operation.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlights failed three times during vehicle operation.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****BEGINNING OF EMAIL*****

On November 20th a module (5144579-AC) was replaced in the vehicle due to intermitten headlight operation. January 8th, the vehicle was returned to the service department after the headlights failed during operation. The service department was unable to find a problem. This morning (January 29th), the headlights failed while operating the vehicle three times and twice switched from highbeam to lowbeam without any prompting from the operator of the vehicle. Help!

*****END OF EMAIL*****

*****BEGINNING OF REPLY*****

Dear [REDACTED]:

Thank you for your email to DaimlerChrysler Motors Corporation. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative
Chrysler Group Customer Assistance Center

*****END OF REPLY*****

*****BEGINNING OF EMAIL*****

Although my problem was addressed, it was not to my satisfaction. I plan to sell my vehicle and switch to an import vehicle. I have owned two Dodge vehicles and bothgave me headaches. Good bye.

Sent from my BlackBerry wireless device

*****END OF EMAIL*****

*****BEGINNING OF REPLY*****

Dear [REDACTED]:

Thank you for contacting the Chrysler Group Customer Assistance Center.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative

Chrysler Group Customer Assistance Center

*****END OF REPLY*****

Customer Assistance Inquiry Record (CAIR)# 15905175

VIN	1D4GP24R4 5B [REDACTED]	Open Date	01/29/2007	Built Date	09/03/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	09/21/2004	Mileage	72,000	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44402	HENDRICK DODGE			
Dealer Address	81 MACKENAN DRIVE				
Dealer City	CARY	Dealer State	NC	Dealer Zip	27511
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FAYETTEVILLE NC [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights are working intermittently.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved.

Customer states that he is having issues with his vehicle. Customer states that the headlights on his vehicle are working intermittently. Customer states that the module was replaced on the vehicle to correct the issue. Customer states that he was recently driving and the headlights on the vehicle starting switching from high beam to low beam on their own. Customer seeking what he should do to have issues resolved. Agent informed customer that he would need to contact his local DCX dealership to inform that he s again experiencing issues with headlights. Customer states that he wanted to contact DCCAC because he thought that something would be done to repair his vehicle. Agent informed customer that all concerns have been documented but informed customer that he would need to continue working with his local DCX dealership for any further concerns. Customer states that he feels that this is a safety issue. Agent informed customer that all concerns have been documented. Customer disconnected call.

Customer Assistance Inquiry Record (CAIR)# **15907420**

VIN	1D4GP25R6 6B [REDACTED]	Open Date	01/29/2007	Built Date	12/12/2005
Model Year	2006	Body	RSKL52	DODGE CARAVAN SE	
In Service Dt	02/24/2006	Mileage	31,000	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	67416	WESTPORT AUTO SALES INC			
Dealer Address	RURAL ROUTE 2 BOX #39				
Dealer City	LAWRENCEVILLE	Dealer State	IL	Dealer Zip	62439
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BRIDGEPORT IL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Park Assist System - Other - Default Customer states her headlight flickers.

Customer states when you roll her windows down the headlights flicker. Customer states they also flicker while going down the highway. Customer states sometimes when she goes through water, the battery light will flash. Customer states twice today, the vehicle died and had absolutely no power. Agent contacted dealership and spoke with Jim. Jim states they have not been able to duplicate the concern. Agent advised that a direct to dealer will be sent. Agent advised customer that the dealership will be involved with Chrysler s corporate technical assistance. Customer was pleased.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 51 67416 01/29/07 14:19 O 15907420
020507: DM aware of CAIR; contacted dealer and reviewed. Dealer has not been able to duplicate owner s concerns. Dealer will contact owner to explain; will contact BC tech advisor and DM, if assistance in repair is needed.

JMB

Customer Assistance Inquiry Record (CAIR)# 15913321

VIN	2D4GP24R1	5R	Open Date	01/31/2007	Built Date	01/16/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	05/20/2004	Mileage	30,800	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	UNION GROVE NC	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Head lights blink intermittently.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

not able to get lights fixed

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****BEGINNING OF EMAIL*****

all lights most of the time flicker like a scrob.they are unable to fix it after several tries.now the rep says it is normal.how can this be when they continue to scrob.what would TOM LASORDA do if he drove a car doing this.i am making efforts to see he knows all about it.it is not safe for our grandchildren to ride in after dark.Who knows when they will go out completly.

*****END OF EMAIL*****

*****BEGINNING OF REPLY*****

Dear Grady:

Thank you for contacting the Chrysler Group Customer Assistance Center. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative
Chrysler Group Customer Assistance Center

*****END OF REPLY*****

Customer Assistance Inquiry Record (CAIR)# **15915047**

VIN	1D4GP25R3 5B [REDACTED]	Open Date	02/01/2007	Built Date	05/21/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	05/25/2004	Mileage	64,000	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	DINWIDDIE VA [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Customer states the lights will flicker.

**** EMAIL BRIEF DESCRIPTION CONTENT ****

Question about lights

**** END EMAIL BRIEF DESCRIPTION CONTENT ****

Hi, We re having problems with our Dodge Caravan. When you crank it up all the dash lights seem to flicker. When you cut the headlights on they seem to do the same thing. It doesn't do it all the time, but most of the time it does. I've talked to a Dodge technician and he mentioned the flash board maybe being the cause. Is there any kind of recall on this sort of thing or is this something covered under my warranty. When it starts flickering really bad I worry that it will stop altogether! Thanks for your help!

*****END CUSTOMER EMAIL *****

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Dodge Grand Caravan.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published.

Simply go to one of our brand sites: www.chrysler.com; www.dodge.com or www.jeep.com and click on 'Owner Services' and then 'Recall Notices' and follow the instructions on the pop up recall page. You will need the last eight digits of your Vehicle Identification Number (VIN).

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

Thanks again for your email.

*****END EMAIL *****

Customer Assistance Inquiry Record (CAIR)# 15936063

VIN	1D4GP24RX 6B [REDACTED]	Open Date	02/07/2007	Built Date	10/20/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	11/16/2005	Mileage	10,929	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44931	DEALMAKER CHRYSLER JEEP DODGE			
Dealer Address	1068 ARSENAL ST				
Dealer City	WATERTOWN	Dealer State	NY	Dealer Zip	13601
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FELTS MILLS NY [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the head lights are intermittent.

Customer states head lights are not working intermittent. Customer states he took vehicle to dealer 44931 for the head light issue. Agent contacted dealer 44931 and spoke with Brian states 1-04-07 unable to duplicate the issue. Brian states the customer brought the vehicle to the dealership last week. Brian states the issue could not be duplicated. Agent advised Brian that a direct to dealer will be sent. Brian understood.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 32 44931 02/07/07 13:54 O 15936063

*Contact Date:02/09/2007

Service Manager at the dealership has closed the Cair# 15936063
Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 2/09/2007 AT 11:51:091 R 15936063

Customer seeking information with if there is a recall on the vehicle for the electrical headlights. Customer states that he has been having issues with the headlights going on and off and needed information on if there is a recall. Agent advised the customer that there is not a recall on the vehicle and he will be notified of any recall on the vehicle.

Customer Assistance Inquiry Record (CAIR)# **15936694**

VIN	1D4GP24R2 5B [REDACTED]	Open Date	02/07/2007	Built Date	10/01/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	10/01/2004	Mileage	35,102	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE			
Dealer Address	523 WEST MAIN STREET				
Dealer City	AMERICAN FORK	Dealer State	UT	Dealer Zip	84003
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OREM UT [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the light switch does not always work.
Dealer - Sales - Personnel - Discourteous/Rude - Unknown	Customer states the service and sales he recieved was extremely poor.
Product - Suspension - Unknown - Noisy - Front	Customer states there is a noise.

Customer states he purchased a vehicle and has had an issue with the light switch since about 28,000 miles, and now has a pop in the front suspension. Customer states the light switch does not always work. Customer states he has never given him paperwork for the repairs they have done. Customer states he called the General Manager and never returned a call.

Customer states that when he first bought the vehicle there was power steering fluid was low. Customer states he had to buy fluid to fill it, but later it started leaking, and the dealership supposedly fixed it. Customer states the dealership supposedly fixed it.

Customer states the light switch and a noise in the front end suspencion. Customer states he would concider going to 68009.

Agent offered customer to go to the dealership, agent will contact them and give the dealership information for the customer s issues.

Agent advised customer he would need to make an appointment.

Agent contacted dealership 68009 at 801-492-1110 and spoke with Jeff a service advisor.

Agent advised of a direct to dealer is being sent on behalf of the customer.

Agent advised customer will be contacting in order to make an appointment.

Customer states he wants it noted that when he purchased the vehicle from 45022 he asked for a non smoker vehicle, and had money up front. Customer states he was told he would be charged over 500 dollars to do a back ground check. Agent advised customer this complaint has been documented. Customer states the headlights do not always come on, and then when they are on, do not always go off. Customer states this is a definately a

safety issue.

Customer states that due to the actions of dealer 45022 he will have to think hard about purchasing another Chrysler product.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 74 68009 02/07/07 15:48 O 15936694

*Contact Date:02/07/2007

Service Manager at the dealership has updated the Cair# 15936694

An appointment has been set with the customer.

*Contact Date:03/12/2007

Service Manager at the dealership has closed the Cair# 15936694

Warranty repair has been documented on Repair Order#837484

CAIR RETURNED FROM DEALER ON 3/12/2007 AT 10:36:463 R 15936694

Customer Assistance Inquiry Record (CAIR)# **15936968**

VIN	2A8GP64L4	6R	Open Date	02/07/2007	Built Date	03/14/2006
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED		
In Service Dt	07/07/2006	Mileage	6,659	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	43194	KARMART CHRYSLER DODGE				
Dealer Address	660 AUTO BLVD					
Dealer City	BURLINGTON	Dealer State	WA	Dealer Zip	98233	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	OAK HARBOR WA	Country	UNITED STATES			

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that his dash and headlights are flickering.
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Dash lights flicker when there is a heavy load and drain on the electrical. Customer states that the service dept. told him it was the design of the vehicle to do that. Agent called dealer and talked to Dan. He states that when he has all of his electrical components on there is a strobe like back lighting on the dash. Dan states he tried a 2007 and the same thing occurred. Customer states that his headlights are flickering also. Customer would like to know why it was designed that way.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

Customer states that his next call will be to his state attorney general and a local TV station about the problem.

Customer Assistance Inquiry Record (CAIR)# 15937495

VIN	1D4GP45R0 7B [REDACTED]	Open Date	02/07/2007	Built Date	09/07/2006
Model Year	2007	Body	RSKH52	DODGE CARAVAN SXT SWB WAGON	
In Service Dt	11/29/2006	Mileage	7,400	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			
Dealer	42604	DAVE SMITH MOTORS			
Dealer Address	210 NORTH DIVISION				
Dealer City	KELLOGG	Dealer State	ID	Dealer Zip	83837
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OSBURN ID [REDACTED]	Country	UNITED STATES		

Product - Brakes - Unknown - Other - Unknown	Brakes are grinding
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealership did not resolve issue.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights do not work properly.
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Heater does not work properly

Customer states that there has been an ongoing issue with the brakes grinding, the floor heater not working, and the headlights not working. Customer states that they have been to the dealership 3 times regarding this issue, with no resolution as of yet. Customer states the vehicle has been to the dealership 3 times for her brakes, twice for the heater issue, and once for the headlight issue. All these issues are still ongoing. Customer states that vehicle is currently at dealership 42604. Customer states that she is seeking buy back information for the vehicle. Agent contacted dealership 42604 and spoke with Jarred a Service Advisor(SA). SA provided the following service history:
 12/11/06-1,119 miles- Brakes, ordered parts
 12/20/06-1,255 miles- Brakes, replaced drums and shoes
 Heater, unable to duplicate
 02/07/07-7,540 miles- Has not diagnosed as of yet
 Agent informed SA of direct to dealer being sent to help get additional parties involved to assist in resolving the customer s issue. Agent informed customer of documentation being sent to the dealership to help get additional parties involved to assist in resolving their issue. Agent advised customer to continue to work with the dealership. Agent provided reference number and advised the customer to call back in if the issue continues. Customer complied.
 *****ATTENTION SERVICE MANAGER*****
 Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.
 REASSIGNED TO BC/DLR 71 42604 02/07/07 18:49 O 15937495
 02/08/07 Writer reviewed situation with service manager while at

dealership today. Customer is now in a loaner vehicle for three days while dealer personnel have owners permission to drive her vehicle, in an attempt to verify complaints of brake squeak, intermittent heater operation in floor mode and headlights going out intermittently.TLP1
02/12/07 Service manager advises: brake noise was verified. Front pads were dirty and glazed. Pads replaced, rotors turned. Rear rotors turned and brake system was cleaned and adjusted. Noise gone. Dealer also ended up driving vehicle a little over 200 miles over a three day period, during the day and night. Neither complaint of headlights going out, or floor heater not working, were duplicated. These two items operated as designed; no fault codes found in system. At this point, customer will need to bring vehicle to them when conditions are present in order for them to be able to find anything.TLP1

REASSIGNED TO BC/DLR 71 42604 02/13/07 11:07 R 15937495
*****OUTBOUND D2D OPEN*****

Called owner to discuss. Owner states that she will be taking the rental vehicle back to the dealer today, but will not be leaving with her vehicle. Owner states that the brakes have been repaired 3 times now. Additionally, owner states she almost struck a semi truck when her headlamps failed when driving. Owner does not feel safe in this vehicle and wants it repurchased.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

Called Jared, service, who states that the service manager has been in contact with the DM. Left direct line to call writer, [REDACTED]. Sent email to DM with customer s concerns.

REASSIGNED TO BC/DLR 71 42604 02/13/07 12:23 R 15937495
02/13/07 Dealer s Customer Relations Manager called to advise they are in process of trading owner into a new vehicle. DCX will provide a service contract at no charge for the new vehicle to help restore confidence _ in our product.TLP1

Customer Assistance Inquiry Record (CAIR)# 15939756

VIN	1D4GP24R2 5B [REDACTED]	Open Date	02/08/2007	Built Date	10/01/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	10/01/2004	Mileage	32,200	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45022	BRENT BROWN CHRYSLER JEEP DODGE			
Dealer Address	1825 N UNIVERSITY PARKWAY				
Dealer City	PROVO	Dealer State	UT	Dealer Zip	84604
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OREM UT [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the light switch does not always work.
Dealer - Sales - Personnel - Discourteous/Rude - Unknown	Customer states the service and sales he recieved was extremely poor.
Product - Suspension - Unknown - Noisy - Front	Customer states there is a noise.

Customer states he purchased a vehicle and has had an issue with the light switch since about 28,000 miles, and now has a pop in the front suspension. Customer states the light switch does not always work. Customer states he has never given him paperwork for the repairs they have done. Customer states he called the General Manager and never returned a call.

Customer states that when he first bought the vehicle there was power steering fluid was low. Customer states he had to buy fluid to fill it, but later it started leaking, and the dealership supposedly fixed it. Customer states the light switch and a noise in the front end suspencion.

Customer states he wants it noted that when he purchased the vehicle from 45022 he asked for a non smoker vehicle, and had money up front. Customer states he was told he would be charged over 500 dollars to do a back ground check. Agent advised customer this complaint has been documented. Customer states the headlights do not always come on, and then when they are on, do not always go off. Customer states this is a definately a safety issue.

Customer states that due to the actions of dealer 45022 he will have to think hard about purchasing another Chrysler product. Agent contacted dealer 45022 and left a message for the Service Manager, Steve.

*****ATTENTION DEALER MANAGEMENT*****

This owner/customer contacted the DaimlerChrysler Customer Assistance Center regarding one of your Five Star processes. Please review the following narrative and follow up per your Five Star processes:
 REASSIGNED TO BC/DLR 74 45022 02/08/07 13:10 O 15939756
 *Contact Date:02/09/2007

Dealer 45022 has updated the mileage to 32083.
Service Manager at the dealership has updated the Cair# 15939756
Parts have been ordered.
*Contact Date:02/14/2007
Dealer 45022 has updated the mileage to 32083.
Service Manager at the dealership has updated the Cair# 15939756
Dealer attempting to contact customer.

Customer Assistance Inquiry Record (CAIR)# **15941021**

VIN	1D4GP45RX 6B [REDACTED]	Open Date	02/12/2007	Built Date	10/27/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT	
In Service Dt	01/25/2006	Mileage	29,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45027	SAFFORD MOTORS DODGE			
Dealer Address	5202 JEFFERSON DAVIS HWY				
Dealer City	FREDERICKSBURG	Dealer State	VA	Dealer Zip	22408
Owner	[REDACTED]	Contact Type	CERTIFIED LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ORANGE VA [REDACTED]	Country	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Power Windows - Defective - Unknown	
Product - Electrical - Unknown - Intermittent or Inoperative - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	

Owner sends in MVDN card mailed CERTIFIED MAIL received 02-08-07 Please Respond to the owner complaints listed ASAP. Please review the noted issues On this file and contact the owner and resolve the file per state lemon law Demand requirements. Please advise the owner of the outcome on all issues noted on this complaint. Thank You Michael Pawlowski
 Owner writes and complains of issues not resolved.
 Transmission
 Power windows sticking
 Headlights going out whild driving
 Appears that this vehicle does not qualify for lemon law assistance at this time. Owner sends in MVDN card MAILED FIRST CLASS and received 02-08-07 It appears that due to time in service and or mileage at time of notification vehicle appears to be covered under factory warranty. Please contact the owner and resolve any complaints covered under the terms of the warranty.
 2-12-07 CAIR reassigned to DM Jane McGraw to investigate and resolve. MPW 2/15/07 DM phoned owner and left message on her home voice mail requesting she contact SM, John Vern, @ Safford Motors Dodge and schedule an appointment to have vehicle inspected. Two different dealerships have inspected vehicle for transmission concerns and have found vehicle is performing as designed with NPF. Owner s letter indicated she was still having a problem with headlights going out intermittently.
 Dealership has been unable to duplicate concern.
 DM spoke with Dave at Star Hotline (248-512-7034) regarding headlight concern. Dave recommended the dealership contact him once owner had scheduled an appointment. DM left Dave s number on SM voicemail. cjm7
 Owner s vehicle does not qualify for Lemon Law. Required repairs will be completed under the terms of the New Vehicle Warranty. cjm7
 2/20/07 DM contacted SM. Owner dropped off vehicle today at dealership.

Owner s concerns were 1) transmission shift 2) intermittent headlights going out. SM will contact DM after technician has inspected vehicle. cjm7
2/23/07 Dealership has installed a new headlight switch to address owners concern. Owner s to pick up vehicle and return next week to drive vehicle with technician regarding transmission shift concern. cjm7
3/2/07 DM spoke with Service Manager. Owner s did not return vehicle to dealership this week to drive with technician regarding transmission shift concern. CAIR will be closed. SM will contact DM when owner schedules an appointment. cjm7

Customer Assistance Inquiry Record (CAIR)# 15948776

VIN	1D4GP45R0 7B [REDACTED]	Open Date	02/12/2007	Built Date	09/07/2006
Model Year	2007	Body	RSKH52	DODGE CARAVAN SXT SWB WAGON	
In Service Dt	11/29/2006	Mileage	7,000	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			
Dealer	42604	DAVE SMITH MOTORS			
Dealer Address	210 NORTH DIVISION				
Dealer City	KELLOGG	Dealer State	ID	Dealer Zip	83837
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OSBURN ID [REDACTED]	Country	UNITED STATES		

Product - Brakes - Pads/Shoes - Other - Unknown	Brake pads were replaced.
Product - Air Conditioning / Heater - Switches / Controls - Other - Default	Customer states that floor heater is intermittent.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that lights go out intermittently.

Customer states that he has a complaint about the van he just bought. Customer states that he is having a problem with the back brakes. Customer states that the vehicle that foot heater was not working. Customer states that the lights went out on the vehicle the other night while driving. Customer states that they dropped off the vehicle at the dealership. Customer states the dealership has not advised them or what is wrong with their vehicle. Agent contacted dealer and spoke with Jeremy. He stated that they are unable to duplicate the problem with the lights shutting off on the vehicle and also unable to duplicate the problem with the heater. Jeremy states that there was a repair made to the vehicle for the brakes. He states that the brake pads were replaced. Agent advised Jeremy that a direct to dealer would be sent. He understood. Agent advised customer that the dealership would be in contact with him and that the repair was made on the vehicle for the brakes. Agent advised customer that they were unable to duplicate the issues with the lights and the heater. Customer inquiring about lemon law. Agent advised customer to refer to the blue and white booklet in the glove box due to the laws being state specific. Customer understood.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 71 42604 02/12/07 13:43 O 15948776
 Customer provided reference number. Customer disconnected.
 02/12/07 Refer to 15937495 for handling by dealership.TLP1
 Customer called stating that the dealership informed her that there is

nothing wrong with the vehicle. Agent referred customer a second dealership for a second opinion.
Closed CAIR. See Linked CAIR

*****OUTBOUND D2D OPEN*****

Called owner to discuss. Owner states that she will be taking the rental vehicle back to the dealer today, but will not be leaving with her vehicle. Owner states that the brakes have been repaired 3 times now. Additionally, owner states she almost struck a semi truck when her headlamps failed when driving. Owner does not feel safe in this vehicle and wants it repurchased.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

Customer Assistance Inquiry Record (CAIR)#						15959204
VIN	2C4GP54L4	5R	Open Date	02/15/2007	Built Date	10/08/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	03/29/2005	Mileage	24,322	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67778	VAN DYN HOVEN INC				
Dealer Address	2929 LAWE STREET					
Dealer City	KAUKAUNA	Dealer State	WI	Dealer Zip	54130	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	KAUKAUNA W				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Defective - Default				Lights and switches.		

Customer states he has an issue with the dealer. He says the dealer told him that the light going bright and dim was normal. Customer is seeking to have this issue repair. Agent contacted the dealer 67778 and spoke to Rick the service advisor who states that there is nothing that they can find with this issue.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for ? Rick ? and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 51 67778 02/15/07 09:40 O 15959204

Spoke with the Service Manager, Chris, at 67778. Chris stated the condition is characteristic of the vehicle and there is not fix available.

No further action needed at this time. tps

Customer called back seeking information on the diming issues with this vehicle.

Agent advise customer that a file (direct to dealer CAIR) will be forward to the dealership, district manager and their business center to get additional techical assistances involved and advise customer to refer back to the dealership service department until the issues is resolved.

Customer seeks what is next course of action. agent advise customer that DCX cannot speculated on any corse of action and advise customer that anything out side of DCX would be at his own discretion.

Customer states that he wants to know what he should do about his vehicle. Customer wants to make sure he has exhausted all of his resources so that he can sale the vehicle. Agent consulted with DJC104.

Agent contacted dealership and spoke with Larry. Agent requested that all repair history be faxed to agent. Larry is doing this now. Agent advised customer that his file is being forwarded for further review.

Agent is still needing information from the dealership. If customer calls back please advise that the file has not been forwarded as of yet due to dealership has not faxed RWA22 repair history. Once this is done the file can be sent.

Customer called back. Agent consulted with RWA22 to determine if the

service history has been received. Agent was informed that the service history has not been received. Agent called dealership 67778 and spoke to Larry. Larry transferred agent to Chris the Service Manager. Agent requested that the service history be faxed. Chris was provided the information. Agent informed customer that a call back was needed. Stated that customer that he will call in a week.

Service history

1/30/07 24322 miles Lights flicker and shut off twice and stalled in car wash. Characteristic condition determined by STAR

1/3/07 23532 miles Lights flicker. Replaced alternator.

12/27/06 23397 miles headlights flicker. Replaced switch

12/20/06 23050 miles headlights and all lights go to bright to dim.

Order switch

9/27/06 20183 miles right side rattle on acceleration Dealer tighten lose exhaust clamp

7/31/06 17823 miles rear lift gate inoperative internal failure in motor found and replaced rear lift gate motor.

7/19/06 17327 miles Oil change, rotated tires, checked the electrical system- parts ordered replaced hood switch.

5/16/06 14563 miles oil change

3/9/06 12598 miles recall F01, gas pedal sticks- cleaned throttle body

2/21/06 11714 miles light go dim and bright operated as designed Panel at light switch will not light up operates as designed Oil change

Sunroof has moisture operates as designed.

11/21/05 8800 miles oil change

10/31/05 Sunroof leaks under fake roof. Dealer adjusted sunroof and fix seal

8/26/05 5950 miles oil change and rotate tires

6/20/05 3155 miles oil change

5/24/05 2233 miles check electrical systems per customer request cannot close rear lift gate. Need to release handle again to close. STAR called and dealer was told the rubber grommet in lift gate linkage needs to be removed Removed rubber grommet.

5/9/05 1703 miles Customer stated that the sun roof will not close all the way and whistles. Performed TSB 08-014-05

4/19/05 961 miles left front door body side molding is deformed.

Replaced drivers door molding

4/5/05 376 miles installed center storage

4/1/05 376 miles Customer stated that air ride in rear not working.

Replaced both rear shocks. Installed hitch and wiring.

3/31/05 362 miles Installed remote start.

Agent consulted with ALS70. CAIR re-assigned to 82H for further handling. Agent left a message informing customer of the information.

Agent called customer and informed customer that his file is being forwarded. Customer stated that he is having a current issue.

Writer spoke to owner. Owner states that intermittently the interior lamps and headlamps flicker when engine is idling. Owner wishes to have the vehicle repaired. Owner states he was told that this concern is a normal characteristic of the vehicle. Owner disagrees with dealership.

Writer reviewed above narrative, and STAR file. District manager TPS1 has reviewed this concern with dealer SM Chris and advised that concern is normal characteristic of vehicle, as stated in lines 15-17 above.

Writer suggested owner may visit another DCX dealership for second opinion.

Customer Assistance Inquiry Record (CAIR)# 15973111

VIN	1D4GP45R4 7B [REDACTED]	Open Date	02/20/2007	Built Date	10/18/2006
Model Year	2007	Body	RSKH52	DODGE CARAVAN SXT SWB WAGON	
In Service Dt	02/13/2007	Mileage	20	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB6	MARINE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			
Dealer	42604	DAVE SMITH MOTORS			
Dealer Address	210 NORTH DIVISION				
Dealer City	KELLOGG	Dealer State	ID	Dealer Zip	83837
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OSBURN ID [REDACTED]	Country	UNITED STATES		

Service Contract - New Contract Coverage - Maximum Coverage - Component Coverage - Default

Owner Resolution Template: Service contract:
 Customer Name: [REDACTED]
 Address: [REDACTED]
 Osburn, ID 83849
 Owner phone #: [REDACTED]
 Vin #: 7B [REDACTED]
 Current Mileage: 20
 Service contract description: Max. Care 6/85
 Plan code: MD685M
 Dollar amount requested from DCX: \$1,205.00
 Dealer Contact: Juli Zook Dealer Code: 42604
 Dealer Phone #: (208)784-1208 Dealer Decision-Maker: Ken Smith
 Dealer District Manager: Tom Prather
 02/19/07 Customer had a previous 2007 Minivan that allegedly experienced the headlights intermittantly going out on three occasions while driving at night. Dealer could never duplicate concern. Customer felt he still had a safety issue, and dealer ended up trading owners into this new vehicle on their own. See CAIR 15937495 for details. For customer satisfaction, I agreed to provide owner a service contract to help regain confidence in our product. This was discussed and approved by my DOM.TLP1 022207 submitted csc request tmt

Customer Assistance Inquiry Record (CAIR)# **15974215**

VIN	1D4GP24R2 5B [REDACTED]	Open Date	02/20/2007	Built Date	12/06/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	12/14/2004	Mileage	42,169	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	60085	HAROLD ZEIGLER CHRYSLER DODGE JEEP			
Dealer Address	4200 PARKWAY PL SW				
Dealer City	GRANDVILLE	Dealer State	MI	Dealer Zip	49418
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	HUDSONVILLE M [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light comes on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights do not work at times.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

Customer stated he wants to make a complaint on dealership. Customer stated he will not take vehicle back to dealership 60085. Customer stated dealer informed him all 2005 Dodge Grand Caravans have a 7/70,000 mile warranty on vehicle. Customer stated he took vehicle to dealership for issue with head lights do not come on at night and horn going off. Customer stated he no longer wants vehicle anymore. Customer stated vehicle has been to dealership three times for issue. Customer stated the air bag light is on. Customer stated dealer stated customer is responsible for \$400.00 for repairs with air bag light on. Customer seeking assistance from DCX with costs with air bag light. Customer transferred to the internal Tier 2 escalation line for further review of concern per TR559. Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states when he purchased the vehicle he was advised by the sales manager the vehicle came with a 7/70 warranty. Customer states the finance manager advised him the warranty was only for 3/36. Customer states he purchased an extended warranty through the dealer with a \$100 deductible that they did not advise him of. Customer states there is an issue with the head lights and the air bag light is illuminated. Customer was advised by the dealer there would be a \$100 deductible to repair the head lights and at least a \$280 diagnosis fee to look at the air bag. Customer states the dealership has not diagnosed the vehicle. Customer seeking assistance with the cost of the repairs and the deductible. Referred customer to the dealership in regards to the deductible due to the contract not being through Chrysler. In regards to the air bag, informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a

diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer seeking information on lemon law. Referred customer to the blue and white booklet for additional information. Customer states he will contact the dealer.

Customer Assistance Inquiry Record (CAIR)# **15976100**

VIN	1D4GP24R3 5B [REDACTED]	Open Date	02/21/2007	Built Date	05/12/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	04/05/2006	Mileage	14,300	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	26341	MILTON RUBEN CHRYSLER JEEP			
Dealer Address	3518 WASHINGTON ROAD				
Dealer City	AUGUSTA	Dealer State	GA	Dealer Zip	30907
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	AUGUSTA GA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - External Ornamentation - Loose - Rear Facia/Valance	Customer states her door will not shut.
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states the door locks will not unlock in drive.
Product - Electrical - Power Door Lock / Deck Lid - Other - Hatch/Deck Lid	Customer states the hatch will not unlock with the remote.
Product - Electrical - Park Assist System - Other - Default	Customer states the headlight switch is broken.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Headliner	Customer states the headliner is split.
Product - Body / Trim / Paint Finish - External Ornamentation - Rusted - F. Door-Pass	Customer states the hinges are rusted.
Product - Body / Trim / Paint Finish - Seat Belts - Other - Default	Customer states the molding around the seat belts is loose.
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Unknown	Customer states there is a molding issue.

Customer states she has an entire list of issues with her vehicle. Customer states the dealership does not know when they will be done and cannot provide her a rental vehicle. Customer is seeking a rental vehicle. Agent contacted dealership and spoke with Danny. Dann states the customer has complained about with window switch, door will not shut, headliner split, side molding loose on seat belts, headlight switch is broken, middle seat flaps are broken, right door hinge is rusting, doors will not unlock in drive, rear hatch will not unlock with remote, molding on door is falling off, window hits molding on door, a wind noise and a left sliding door rattle. Danny states the vehicle has only been there for an hour and they have not been able to diagnose the issue. Agent advised customer that Chrysler cannot look into a rental vehicle until a diagnosis has been made. Customer was very upset. Customer seeks rental assistance. Customer states that she has been waiting for a vehicle for the past two days and when she called the dealer they told her the vehicle will be ready sometime tomorrow.

Customer is very upset that DCX factory warranty does not provide rental vehicle. Agent informed customer that rental vehicle is only guaranteed by a rental vehicle. Customer states that dealer has offered rental on previous occasions. Agent informed customer that it was at dealer's discretion whether they would offer a customer rental. Agent contacted dealer 26341 and spoke with Danny waiting on a headliner to arrive and is hoping that part will arrive tomorrow but states that it does not affect the driveability of the vehicle. Agent consulted with DLP68 and informed the customer that DCX would not participate in rental assistance due to vehicle being ready by tomorrow. Customer states that she will take her vehicle to a Toyota dealer and get satisfaction from them. Agent informed customer that what she chose to do outside of DCX is at her discretion. No further information was requested.

Customer Assistance Inquiry Record (CAIR)# 15982545

VIN	2A4GP54L7 6R [REDACTED]	Open Date	02/22/2007	Built Date	03/02/2006
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING	
In Service Dt	07/25/2006	Mileage	16,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68752	WATSEKA CHRYSLER DODGE JEEP INC			
Dealer Address	317 W WALNUT STREET				
Dealer City	WATSEKA	Dealer State	IL	Dealer Zip	60970

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	CLIFTON IL [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights and interior lights are not working.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states headlights and interior lights dim out and has been repaired 4 times. Customer states vehicle was down for 2 weeks. Customer states after taking delivery of vehicle presented itself again. Customer states vehicle has been a thorn in his side and has never had issues. Customer states he is requesting buy back. Agent contacted dealership 68752 and spoke with Steve (Service Advisor). Steve states repair dates, mileage, repair attempt, are: 10/6/06, 7636, overhead read out concern, headlamp switch palced in vehicle; 11/30/06, overhead flicker, 12,022 miles, could not duplicate issue; 12/20/06, 13,155 miles, could not duplicate issue overhead control module replaced; 02/9/07-02/13/07, 3,872 miles, drive duplicate 100-200 miles, disassembled and could not find ground.

CAIR re-assigned to 82H for further handling per CST6. Writer left voice message with direct extension for callback. Customer calling back stating JHW5 called him. Agent advised customer that he will place in the file that he contacted back. Customer states he can be reached anytime at [REDACTED]. Customer states that issue is still present and it is worse. Customer wishes to be reached as soon as possible. Writer spoke to owner. Owner states that vehicle has had repeated concerns with headlamps flickering on and off at night, and the overhead consul dims and flickers with the interior lamps. Owner requests vehicle be replaced. Writer contacted dealer # 68752 and spoke with the service manager Steve and advised SM of owners vehicle replacement. SM Steve states that dealer has test driven vehicle during the daytime and evening, and cannot duplicate the concerns with the headlamps flickering. Writer advised SM Steve that file will be sent to dealer and DCX business center for handling.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 51 68752 03/12/07 09:08 O 15982545

DSM: Spoke to the owner regarding the concerns. They advised me the lights

have only dimmed a few times, but they have not gone out like what they had experienced before. I advised the owner the concern would have to be verified before a repair could be attempted. The owner is currently using a co-pilot which has been verified to work properly. Spoke to the Service Mgr. who advised they only verified a concern with the overhead console. Even though they have attempted to verify the headlight failure issue several times, they have never verified/duplicated the owner's concern. I provided my cell phone number to the owner to call and advise when he has captured 10 experiences with the co-pilot. The owner agreed to call back when they had given the data to the dealer. Data will be forwarded to engineering for analysis and cause of concern. File will be updated after customer returns in about 2 weeks./mc78

DSM: Owner left message stating they are frustrated because the co-pilot is not taking a reading on their vehicle. the dealer verified this; however when placed on another vehicle, the co-pilot works as designed. the dealer notes that there were no stored readings in the co-pilot when it returned to them. I advised the SM a concern must be verified before a repair can be attempted./mc78

Customer Assistance Inquiry Record (CAIR)# 15984678

VIN	1D4GP24R2 5B [REDACTED]	Open Date	02/23/2007	Built Date	09/16/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	05/07/2005	Mileage	20,000	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43844	ROBERSON CHRYSLER DODGE JEEP, INC			
Dealer Address	2711 SOUTH SANTIAM HIGHWAY				
Dealer City	LEBANON	Dealer State	OR	Dealer Zip	97355
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BROWNSVILLE OR [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default Customer claims the head lights are defective.

Customer claims the head lights will not turn on and will shut off randomly. Customer states this will be the second time the vehicle will be repaired. Agent advised customer to take the vehicle to the dealership and to contact DCX to get other parties involved once the vehicle is at the dealership.

Customer Assistance Inquiry Record (CAIR)# **15987217**

VIN	2C4GP54L1 5R [REDACTED]	Open Date	02/28/2007	Built Date	03/05/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	03/31/2005	Mileage	27,432	Dealer Zone	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	SAYREVILLE NJ [REDACTED]	Country	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer states ABS light is on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights were intermittent.
Product - Electrical - Tire Pressure Monitor - Intermittent/Inoperative - Default	Customer states tire pressure light was coming on.

**** EMAIL BRIEF DESCRIPTION CONTENT ****

Countinous problems with my town and country

**** END EMAIL BRIEF DESCRIPTION CONTENT ****

I have been compelled to write to you because I am constantly facing different problems with my car ever since I bought it in 2005. Initially the tire pressure check light used to show up although the air seemed fine in all the tires, then once that got fixed, I noticed that the head lights sometimes don t turn on when I switch them on. Sometimes the head lights turn off by themselves when I am driving. There was a problem with the signals that when I turn on the signal to make a right turn, the left side lights start blinking and vice versa. This almost got me into an accident about 2 times. I finally got this repaired and the dealer above said I need new brakes. I got these replaced and now the 'ABS' light keeps coming on along with the 'Trac off' intermittantly. I am really tired of taking this car too the dealer unnecessarily and must say that I am really upset with the performance of this car. This is my first Crysler and so far I am really dissappointed.

*****End of Email*****

Dear [REDACTED]:

Thank you for contacting the Chrysler Group Customer Assistance Center. Thank you for your email message regarding the service problems with your Town and Country. We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have

documented your comments and have forwarded them to the appropriate department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

*****End of Reply*****

Customer Assistance Inquiry Record (CAIR)# 15995298

VIN	1A4GP45R1 6B [REDACTED]	Open Date	02/27/2007	Built Date	08/22/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	02/11/2006	Mileage	15,460	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	08711	FAIRVIEW CHRYSLER JEEP INC			
Dealer Address	7589 WEST RIDGE RD				
Dealer City	FAIRVIEW	Dealer State	PA	Dealer Zip	16415
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ERIE PA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlamps flash at random
Product - Body / Trim / Paint Finish - Air Bag - Inoperative - Unknown	
Product - Body / Trim / Paint Finish - Seat Belts - Inoperative - Default	
Product - Electrical - Radio/Spkr/Clock/Antenna - Defective - Default	
Product - Fuel System - Unknown - Poor Fuel Economy - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	

BBB INQUIRY (BETTER BUSINESS BUREAU)
CUSTOMERS LISTED ISSUES:
MPG rate dropping/not obtainable
headlights flash at random
radio/cd player scratching cd not working properly
trans not working properly
air bag system not working properly
seatbelt interlock system not working properly
wants a buy-back and loan paid off
I explained we will repair per warranty terms, declined buy back
ref d to dealer for repairs as needed. If no problems can be found not
repairs will be performed.

Customer Assistance Inquiry Record (CAIR)# **16018096**

VIN	1C4GP45R9 5B [REDACTED]	Open Date	03/07/2007	Built Date	03/11/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	04/30/2005	Mileage	28,831	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	39709	BLOUIN MOTORS INC			
Dealer Address	439 WESTERN AVENUE				
Dealer City	AUGUSTA	Dealer State	ME	Dealer Zip	04332
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	AUGUSTA ME [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer advised agent the head lights are intermittent.
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Customer advised agent the head lights are intermittent. Customer states she took vehicle to dealer 39709 for the head light issue. Customer states while driving down the road the head light went off. Agent took vehicle to dealer and the head lights were working. Customer states dealer was going to charge customer a diagnostic fee for looking at the vehicle. Agent advised customer diagnostic is not covered under warranty. Agent advised customer if the issue is a warranty concern customer will not be charged with a diagnostic fee. Customer disconnected the call.

Customer Assistance Inquiry Record (CAIR)# 16018194

VIN	1C4GP45R9 5B [REDACTED]	Open Date	03/15/2007	Built Date	03/11/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	04/30/2005	Mileage	28,831	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	AUGUSTA ME [REDACTED]	Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 unsatisfied with vehicle purchased and the issues that we should not have to deal with.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 My fiance and i have purchased a 2005 town and country and are having trouble with the headlights. They do not always come on when we turn them on. The other NIGHT we were coming home and the headlights would not come on and it was dark out. After this incident we made an appt to bring it up to Blouin s on western ave in augusta, me. When i got there and explained to them the issue they told me that if they can not find anything where they were working right now then they would charge me the diagnosis fee. I thought this was stupid where there is obviously a problem. After calling and speaking to some rep at chrystler all she kept saying is they can charge you diagnosis fees if they dont find anything. so i would really like to know what crysler is going to do about this. i am hoping every time i get in this vehicle with my kids that the headlights work and we don t get in an accident because someone can t see us. There is obviously a problem if they don t work everytime like a good product would. i can tell you know that i will never purchase another crystler product if i dont get good service like i have with other companies. i expect i will be hearing back from someone with what crystler is going to do about this.
 Dear [REDACTED],
 Thank you for your email message regarding the service problems with your 2005 Town & Country.
 We are very sorry to learn of your dissatisfaction with the handling of your service needs.
 Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction and trust you will understand our position.

Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)# 16020915

VIN	2C8GP44R7	5R [REDACTED]	Open Date	03/08/2007	Built Date	09/27/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/24/2006	Mileage	27,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44396	KASPER CHRYSLER DODGE JEEP				
Dealer Address	2206 CLEVELAND RD					
Dealer City	SANDUSKY	Dealer State	OH	Dealer Zip	44870	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BELLEVUE OH [REDACTED]				Country	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Other - Default	ABS was replaced.
Product - Brakes - Pads/Shoes - Other - Unknown	Customer states brake pads were replaced.
Product - Brakes - Unknown - Other - Unknown	Customer states brake rotors were replaced.
Product - Brakes - Disc Brake Assy/Calipers - Noisy - Unknown	Customer states brakes were replaced.
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Dealer had to realign dash because heat was not working.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Misaligned / Poor Fit - Instrum't Panel-G. Box	Dealer had to realign dash because heat was not working.
Product - Steering - Unknown - Noisy - Default	For noise in power steering a TSB will be performed.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Impact sensors are being replaced.
Product - Brakes - Master Cylinder - Other - Default	Master cylinder was changed.
Product - Suspension - Torsion / Sway Bars - Noisy - Unknown	Sway bar links and bushings will be repalced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The air bag light came on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The headlight switch was replaced due to it not working.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	The left window motor was replaced.

Customer states brakes, pads, rotors were replaced. Master cylinder was changed. Customer states she sent letter last week. Advised that letter processing can take anywhere from four to six weeks and has not been received yet. ABS was replaced. Dealer had to realign dash because heat was not working. The left window motor was replaced. The headlight switch was replaced due to it not working. The air bag light came on and part is being replaced now at dealer. Steering wheel is noisy when you turn it. Vehicle makes bumping noise and dealer is replacing suspension parts. Courtesy lights were inoperative one day but has not happened since but dealer stated they would keep an eye on that. Vehicle has noise when vehicle starts up but dealer will retest after power steering is replaced to see if noise is still present. Called Service Manager

Dave who stated that issues are being taken care of today and customer is in loaner vehicle. Dave states that vehicle is driveable and did not want to provide diagnosis information. Advised Dave that anytime vehicle is down under warranty these are steps that DCCAC must take to try to get resolution for customer. Dave states that impact sensors are being replaced for air bag light being on. For noise in power steering a TSB will be performed. Sway bar links and bushings will be replaced for noise over bumps. Dealer could not duplicate concern of courtesy lights being inoperative.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Service Manager Dave and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your

Business Center guidelines in an attempt to resolve customer s concern(s). If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 42 44396 03/08/07 11:13 O 16020915

*Contact Date:03/12/2007

Dealer 44396 has updated the mileage to 26269.

Service Director at the dealership has closed the Cair# 16020915

Warranty repair has been documented on Repair Order#93537

CAIR RETURNED FROM DEALER ON 3/12/2007 AT 04:57:747 R 16020915

Customer Assistance Inquiry Record (CAIR)# 16025151

VIN	2D4GP44LX	5R [REDACTED]	Open Date	03/09/2007	Built Date	03/20/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	05/15/2004	Mileage	27,930	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43943	JEFF BELZER'S DODGE				
Dealer Address	HIGHWAY 50 AND CEDAR AVENUE					
Dealer City	LAKEVILLE	Dealer State	MN	Dealer Zip	55044	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	FARMINGTON MN [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Air bag light is on.

Caller claims that he has had multiple concerns with electrical system. Caller alleges that he has headlight and air bag light concerns. Agent contacted dealership and spoke to Dan, in service was advised of direct to dealer. Caller advised caller of this. Caller would not state what he wants DCX to do for him. Caller adamant that he has had prior problems with electrical system. Caller finally stated that he wants out of his vehicle and into another one. Agent contacted selling dealership for repair history regarding door and air bag. Service manager at 42832, Greg, states vehicle came in on the following dates. 5-17-06 for sliding door concern on driver s side(door motor replaced). No other door repairs.

Troy at 43943 states vehicle in for the following concern. 1-22-07 for sliding door concern (track harness replaced) Caller claims that driver s side sliding door is not working again. Agent advised that vehicle will be repaired per the terms of the warranty per DLP99.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Agent called the dealer and spoke to/left message for Dan and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution. REASSIGNED TO BC/DLR 74 43943 03/09/07 12:09 O 16025151 *Contact Date:03/14/2007

Parts / Service Director at the dealership has closed the Cair# 16025151 Warranty repair has been documented on Repair Order#165623 CAIR RETURNED FROM DEALER ON 3/14/2007 AT 04:37:09 R 16025151

Customer Assistance Inquiry Record (CAIR)#
16027640

VIN	2C8GP44R7	5R [REDACTED]	Open Date	03/30/2007	Built Date	09/27/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/24/2006	Mileage	27,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	44396	KASPER CHRYSLER DODGE JEEP				
Dealer Address	2206 CLEVELAND RD					
Dealer City	SANDUSKY	Dealer State	OH	Dealer Zip	44870	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	(419) 547-9049
	BELLEVUE OH [REDACTED]	Country	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Other - Default	ABS was replaced.
Product - Brakes - Pads/Shoes - Other - Unknown	Customer states brake pads were replaced.
Product - Brakes - Unknown - Other - Unknown	Customer states brake rotors were replaced.
Product - Brakes - Disc Brake Assy/Calipers - Noisy - Unknown	Customer states brakes were replaced.
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Dealer had to realign dash because heat was not working.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Misaligned / Poor Fit - Instrum't Panel-G. Box	Dealer had to realign dash because heat was not working.
Product - Steering - Unknown - Noisy - Default	For noise in power steering a TSB will be performed.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Impact sensors are being replaced.
Product - Brakes - Master Cylinder - Other - Default	Master cylinder was changed.
Product - Suspension - Torsion / Sway Bars - Noisy - Unknown	Sway bar links and bushings will be replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The air bag light came on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The headlight switch was replaced due to it not working.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	The left window motor was replaced.

Customer wrote letter in regards to issues with their vehicle. Issue addressed in cair 16020915. NAN.

Customer Assistance Inquiry Record (CAIR)# **16038001**

VIN	2C4GP44R3	5R [REDACTED]	Open Date	03/14/2007	Built Date	09/10/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	11/10/2004	Mileage	57,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE				
Dealer Address	2425 WEST CAMELBACK ROAD					
Dealer City	PHOENIX	Dealer State	AZ	Dealer Zip	85015	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	AUSTIN TX [REDACTED]			Country	UNITED STATES	

Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Advised caller of recall.
Product - Electrical - Lamps and Switches - Other - Default	Caller claims headlights have concern
Product - Suspension - Shock Absorbers / Struts - Noisy - Front	Caller claims that strut mounts are noisy.
Product - Electrical - Wipers / Washers - Defective - Front	Caller states that wipers are not working correctly.

Customer calls seeking recall information. Advised the customer of incomplete recall F06 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Caller claims that he has experience some electrical concerns with headlights. Caller alleges that headlights come on intermittently. Vehicle has to be turned off and on for headlights to work correctly. Caller also claims that windshield wipers are not working correctly. Caller states that strut mounts are knocking. Caller does not feel that he should be responsible for repairs. Caller seeking repair assistance. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired AMM97.

Customer Assistance Inquiry Record (CAIR)# 16043994

VIN	2D4GP44L4 6R [REDACTED]	Open Date	03/15/2007	Built Date	02/17/2006
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	05/19/2006	Mileage	15,657	Dealer Zone	63 DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	60190	ALAN'S CHRYSLER DODGE JEEP
Dealer Address	1114 WEST BANKHEAD ST.	
Dealer City	NEW ALBANY	Dealer State MS Dealer Zip 38652

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BLUE SPRINGS MS [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that his headlights come on by themselves.
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Customer states that the headlights come on by them selves and blink on and off. Customer states that the dealer told him that they could not do anything about the issue because they do not come on and stay on. Agent advised that he could seek a second opinion at a different dealer. Agent advised of number to another dealer.

Customer Assistance Inquiry Record (CAIR)# 16049379

VIN	2D4GP44L5	5R [REDACTED]	Open Date	03/19/2007	Built Date	01/25/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/31/2005	Mileage	38,396	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43664	KINGS DODGE CHRYSLER JEEP				
Dealer Address	4486 KINGSWATER DRIVE					
Dealer City	CINCINNATI	Dealer State	OH	Dealer Zip	45249	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WEST CHESTER OH [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer seeking reimbursement for switch light control repair.
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Customer advised agent she took vehicle to dealer 43664. Customer states the head lights went off and on. Customer states she had to get the switch light control repair. Customer seeking reimbursement for labor charge of \$140.90. Agent contacted dealer 43664 and spoke with Chris advised agent dealer provided customer with goodwill assistance. Chris states customer paid for labor and dealer paid for the part. Customer advised agent that she had to contact DCCAC back. Agent provided customer with reference number.

*****Next Agent*****

If customer call back advised customer dealer has provided customer with goodwill assistance. Advised customer DCX will not assist with labor charge at dealer per BLJ9.

Customer called back. Agent advised customer that the dealer has already paid for the part and DCX will not assist with labor. Customer asks to speak to a supervisor. Agent conferred with BLJ9 and advised customer that the dealer has provided goodwill assistance and DCX would not be able to supersede the dealer s goodwill. Customer becomes irate and starts cursing. Customer demands to speak to a supervisor.

BLJ9 took over call

Customer advised that her warranty was 336. Customer advised the repair was made after expiration of warranty. Customer advised dealer has paid for part and customer would be responsible for labor. Customer states she was told that the dealer contacted DCSC. Customer advised that it is possible the dealer contacted their DM to get approval for paying for part.

Customer Assistance Inquiry Record (CAIR)#	16050690
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VIN	2A4GP54L7 6R [REDACTED]	Open Date	03/19/2007	Built Date	10/03/2005
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING	
In Service Dt	02/16/2006	Mileage	14,612	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	63720	RIVERSIDE AUTO SALES INC			
Dealer Address	2511 LUDINGTON ST				
Dealer City	ESCANABA	Dealer State	MI	Dealer Zip	49829

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MANISTIQUE MI [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated head lamps surge.
Product - Brakes - Unknown - Noisy - Unknown	Customer stated that the brakes are noisy.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Customer stated the transmission is not shifting properly.

Customer stated that he took the vehicle to dealer 63720 regarding three issues. Customer stated there was a noise coming from the brakes. Customer stated that the dealership told him there was nothing wrong with the brake system. Customer stated there is also an issue with the lights of the vehicle. Customer stated that the lights are surging. Customer stated that it seems like the lights are pulsing and this happens on dim as well as on brights. Customer stated that this is very distracting. Customer stated the dealership advised to put a new battery in it and it might fix the issue. Customer stated that he does not agree with that form of diagnosis. Customer stated the third issue with the vehicle is the transmission. Customer stated that when he test drove the vehicle there was an issue with the transmission that did not feel right. Customer stated that since he has owned the vehicle he has taken it to the service department and was told that he could drive another vehicle with same transmission and engine and would let the customer test the other vehicle. Customer stated that he did so and noticed that there is a world of difference in the transmission performance. Customer stated that he was told by the dealership that they have contacted Chrysler and is waiting to hear how to repair the vehicle. Customer stated that when the vehicle is about in 3rd gear and if the accelerator pedal is let off then depressed again to resume speed again the engine will go to high RPM s then the transmission will grab and it will drop the RPM s again. Customer stated that it feels like the transmission is not catching gear when it should. Customer stated that he bought this vehicle to travel and he is not comfortable traveling long distances with this vehicle for fear of being stranded. Customer stated that he has always dealt with this dealership for sales and service. Customer stated that he was told that the dealership has told him that he can take the vehicle to another dealership.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Agent called the dealer and spoke to Shane and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your

Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

Customer requesting contact with resolution.

REASSIGNED TO BC/DLR 42 63720 03/19/07 13:18 O 16050690

*Contact Date:03/20/2007

Service Manager at the dealership has closed the Cair# 16050690

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/20/2007 AT 11:15:740 R 16050690

Customer Assistance Inquiry Record (CAIR)# 16050837

VIN	1D4GP45R7 5B [REDACTED]	Open Date	03/19/2007	Built Date	09/10/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	10/26/2004	Mileage	60,106	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42174	ALLEN MELLO DODGE INC			
Dealer Address	13 MARMON DRIVE				
Dealer City	NASHUA	Dealer State	NH	Dealer Zip	03060
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	PELHAM NH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer seeking assistance for power window.
Product - Electrical - Park Assist System - Other - Default	Customer seeking assistance with headlight switch.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Customer states the first year she bought her vehicle, the motor on the window went bad. Customer states four other components have failed. Customer states the check engine light is now on. Customer states she is in the process of buying a new vehicle. Customer states she would like some type of compensation. Agent advised that her vehicle is still under the powertrain warranty. Customer states she is not sure why the window motor was not covered under the basic warranty. Customer states she was just told she had no warranty. Customer would like to know why. Agent attempted to contact dealership and spoke with Rick who states the vehicle came in on 12/12/06 at 53,660 miles with no lights. They found and replaced a faulty headlight switch. 8/17/06 at 42,165 miles, replaced window motor, left turn signal switch and air bag light was on so they replaced clock spring and impact sensor. Agent advised customer that the warranty had expired by mileage. Customer understood. Customer requested reimbursement. Agent consulted with DLP68 and transferred for review.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Reimbursement for window motor, headlight switch, turn signal switch, clockspring and impact sensor.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 24,000 miles, not out by time
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 Yes
 How many DCX vehicles has the customer owned including this vehicle?
 8

Is there warranty history related to the current concern?

No

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes

****End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states the clockspring, impact sensor, window motor, headlight switch, and turn signal switch was replaced. Customer states the repairs were completed at dealer 42174. Customer states the repairs were completed 8/2006. Customer is the original owner, owns 6 DCX vehicles, no previous issues, and no service contracts. Customer states she paid around \$900.00 for the repair. Agent will reimburse parts only for the repair.

As a one-time goodwill gesture, DaimlerChrysler will reimburse parts only. Agent advised the customer to send in original work order and letter for reimbursement.

Customer Assistance Inquiry Record (CAIR)# 16057641

VIN	1A4GP45RX 6B [REDACTED]	Open Date	03/21/2007	Built Date	11/30/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	08/28/2006	Mileage	6,237	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER	DODGE JEEP, INC.		
Dealer Address	67567 SOUTH MAIN STREET				
Dealer City	RICHMOND	Dealer State	MI	Dealer Zip	48062
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WARREN MI [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default Head lights go on and off.

Customer stated his head lights flickers on and off. Customer stated that they put a new multi function switch. Customer drove to Florida and it started to do the same thing again. First time they had the vehicle two days and the second time ten days. Customer pulled the vehicle in his drive last night and it happened again and corrected itself. Agent advised the customer to keep working with the dealership. Customer is concern because the lights started to flicker while on a long trip. Agent called dealer 66183 and spoke to Dave ?service manager? that stated he had drove the vehicle numerous times and it did not flicker and the service advisor drove the vehicle and it happened one time and did not stay off long enough to get a code. Dave stated that they put a new head light in and the multi function switch. Agent advised the customer that we will get are tech s involve.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Agent called the dealer and spoke to/left message for ?Dave? and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.
 REASSIGNED TO BC/DLR 42 66183 03/21/07 08:56 O 16057641
 *Contact Date:03/30/2007

Service Manager at the dealership has closed the Cair# 16057641
 Warranty repair has been documented on Repair Order#215557
 CAIR RETURNED FROM DEALER ON 3/30/2007 AT 07:46:030 R 16057641
 Customer called in stating that he took the vehicle back to the dealership for the 5th time last night. Customer states that he wants to know how long this is going to take. Customer states that he is unsure if the vehicle should be left at the dealership or if he should keep it at home until DCX figures out how to fix this issue. Customer states that DCX will give him a rental vehicle but he has to pay the insurance and

the tax on it and it is \$17 a day. Customer states that they do have another vehicle they can use and the dealership did offer a rental vehicle and the dealership is great and doing all they can to fix this issue but he just wants the head lights fixed.

Agent called the dealership and spoke with Dave, the Service Manager. Dave states that it is the District Manager that authorized rental but that sales tax is included but that there is a damage waiver and that his insurance will cover the insurance but there would be a deductible fee of \$500 if the vehicle was wrecked. Dave states that he was going to call the customer today and see if the issue was resolved or not and that now that he knows it is not he will contact his District Manager and inform him that the issue is not resolved. Dave states that he has done all he can to try and get the issue resolved but it is hard to duplicate the issue. Agent informed the customer of the direct to dealer cair.

Agent informed the customer of the information that Dave stated and informed the customer that the file will be sent to the dealership to notify the Service Manager and the Business Center of the issue still not being resolved and that also this file will be assigned to a case manager who once they are able to review this file will contact him directly.

Agent verified the reference number.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Dave, the Service Manager to inform that CAIR was being sent.

REASSIGNED TO BC/DLR 42 66183 04/12/07 09:25 R 16057641

*Contact Date:04/18/2007

Service Manager at the dealership has closed the Cair# 16057641
Warranty repair has been documented on Repair Order#216798

CAIR RETURNED FROM DEALER ON 4/18/2007 AT 08:59:587 R 16057641

Customer Assistance Inquiry Record (CAIR)#	16068552
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VIN	2C4GP54L4 5R [REDACTED]	Open Date	03/28/2007	Built Date	11/02/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	01/08/2005	Mileage	43,600	Dealer Zone	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	TRENTON GA [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer sent email regarding issue with headlights.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlight fail to come on.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:

I recently had contact with you concerning a transmission problem with my 2005 Town & Country van (Ref #16057932, e-mail case #1692808). While my van was in the shop for the transmission repair I ask Prebul to check my headlights. I have had trouble with them failing to come on when I turn the switch on. In fact they would not come on this morning when I went to work. This is an intermittent problem and the headlights will usually start working if I turn the van off and restart it. When I picked the van up Friday, the service advisor told me that they had not found a problem with my headlights but that Chrysler does have a 'service advisory' out to change the headlight switch in the event of this type of problem. The switch would be \$150.00 and they could not promise that would fix the problem. If Chrysler Corp. has a service advisory out on this issue then that tells me that you know you have a problem. Needless to say, It could cause a serious accident if my headlight decided to stop working while I m driving down the road. I just wanted to get this complaint on the books and say again how disappointed I am in Chrysler s quailty and its lack of interest in customer satisfaction.

*****END OF EMAIL *****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Chrysler Town & Country. We regret to read of your dissatisfaction in your Town & Country and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thanks again for your email.

*****END OF RESPONSE*****

Thank you for your polite 'OK, but we don t really care' response to my e-mail (Ref. #1606855, Email Case #1695922). I ll keep it in mind as I seek to trade my van in on another brand of vehicle.

*****End of Customer Email*****

NAN.

Customer Assistance Inquiry Record (CAIR)# 16072704

VIN	2D4GP44L8 6R [REDACTED]	Open Date	03/27/2007	Built Date	11/08/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	01/02/2006	Mileage	24,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	44519	WALDORF DODGE			
Dealer Address	2450 CRAIN HWY				
Dealer City	WALDORF	Dealer State	MD	Dealer Zip	20601

Owner	[REDACTED]	Contact Type	OUTBOUND CONTACTS
Address	[REDACTED]	Home Phone	[REDACTED]
	BRANDYWINE MD [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on for third time.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states the indicator lights are flickering when air bag light on
Referral - Tier Three - Default - Default - Default	Referred customer for further review.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer states that his air bag light keeps coming on, and when it does, the dashboard lights will flicker, including the headlights. Customer states that the vehicle has been at the dealer two times for repairs. Customer states that the first time the vehicle was at the dealer, the vehicle was kept from 06/19-06/28, and again on 08/21-09/22. Agent contacted dealer and spoke with Steve. Steve provided the following repair dates.

06/13/06 at 7402 miles, the front control module was replaced because of air bag light.

08/21/06 at 11066 miles, the body control module was replaced because of air bag light.

Steve stated that the second repair has a close date of 09/22/06, but Steve states that he has no way to verify that the vehicle was at the dealer until that date.

Customer states that the air bag light is on again. Customer is seeking buyback.

Agent consulted with JLM172, and was advised that file would be transferred for further review.

Agent contacted customer back and advised customer that he would be contacted back in regards to his request for buyback. Customer stated that he would like to be contacted at his cell number of: [REDACTED]

Agent reassigned file to 82H for further review.

Customer claims the vehicle air bag light is on and that he is going to take it back to the dealership. Customer states he is seeking lemon law. Agent advised customer that the file has been sent to the correct department and that and the file has not been updated at this time. Agent

advised customer the information has been documented.

Owner calling back about this issue, he says no one has contacted him back yet.

Agent advised owner that this is forwarded to the proper department and DCCAC does not have a time frame for a return call.

***** OWNER RETENTION TASKFORCE TEAM*****

Customer says vehicle is in the shop now. Customer says he is scheduled to leave for FL on Thursday, vehicle may not be ready by then. Customer asking what his options are for rental, would the dealer be liable for the rental?

Agent advised customer rental is specifically excluded under warranty, usually only given with a service contract.

Agent consulting with RBS33. Agent instructed to get customer to previous agent ATR for Owner Retention Taskforce Team handling. Agent provided customer with agent ATR s number, offered transfer and file number.

Customer accepted. Agent transferred customer to ATR.

Owner left message. Awaiting contact from Service Manager.

Message left for Scott Stevenson, service manager.

Called Service Manager, Scott, and left another message.

The customer called back stating that he had not heard anything from the previous agent and is seeking an update. The agent advised the customer that the agent has contacted the dealership again today and left a message for the service manager. The customer asked to be transferred and while transferring the customer the call was disconnected.

Customer called about this case and requested transfer to the cause manager. Agent transferred call.

Received call from owner. No contact from Service Manager as of yet.

Tried to call again and out to lunch. Talked to Shannon, Scott s assistant, who states that the vehicle is ready to be picked up and the gauges were repaired. Stated that the customer is to come in this afternoon to pick up the vehicle.

Called owner to discuss. Offered a service contract to owner as goodwill. Owner is not happy with this, and states that it will do him no good, since he plans to get rid of the vehicle when he gets back from his vacation.

Called Jim, sales manager, who is in the middle of something and requested a return call in an hour.

Owner has writer s direct line.

Owner calls and states that the instrument panel still goes out and will reset itself, sometimes right away and sometimes after a few days. States that when this happens, there is no a/c or heat, and no dash guages. Called Sales Manager, Dan, and advised that the customer still wants out of the vehicle.

Talked to Steve, service, who states that the instrument cluster was replaced at the beginning of the month and there was no way to verify if this would take care of it, since it had reset itself. Advised that the customer is still having trouble. Writer to review with STAR.

Reviewed with STAR, and contact made to dealer. Dealer to contact the customer and get the vehicle back in for review.

Called Steve, who states the vehicle has not been in yet to service, but states that the vehicle was in the sales department yesterday.

Called Dan, Sales, who states that the customer was in last night and traded the vehicle. Steve, General Manager, was involved and will call writer tomorrow to discuss discount.

Sent EC number request.

Called dealer and provided EC P42687EC. Owner had picked out vehicle 7R271985

Customer Assistance Inquiry Record (CAIR)# **16075763**

VIN	2D4GP44LX	7R [REDACTED]	Open Date	03/27/2007	Built Date	08/01/2006
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON		
In Service Dt	11/07/2006	Mileage	6,000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	67339	BATTISON MOTORS INC				
Dealer Address	8703 NORTH HIGHWAY 81					
Dealer City	DUNCAN	Dealer State	OK	Dealer Zip	73533	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FORT LEWIS WA [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default | Head lights flash on and off.

Customer is having an issue with her head lights going off and on. Customer had taken the vehicle to dealership 67339 when she lived in that state and they put in a new switch. Now that they have moved to this new address the head lights are doing it again and needs a dealership to repair it. Customer went to dealership :
 Larson Dodge
 300 RIVER ROAD
 PUJALLUP, WA 98371
 Phone: (253) 845-1725
 and they stated that the head lights will have to be flickering before they can duplicate the problem. Agent advised the customer to take the vehicle to the dealer and let them see if there is any codes to detect the issue.

Customer Assistance Inquiry Record (CAIR)# **16076955**

VIN	1A4GP45R7 6B [REDACTED]	Open Date	03/28/2007	Built Date	10/06/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	06/19/2006	Mileage	7,500	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	62489	SHARON CHRYSLER INC			
Dealer Address	923 EAST STATE ST				
Dealer City	SHARON	Dealer State	PA	Dealer Zip	16146
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FARRELL PA [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	Customer states the transmission went out about 4 or 5 times.
Referral - Tier Three - Default - Default - Default	Reassigned file.

Customer states he has had a problem with his vehicle. Customer states he filed for buyback. Customer states the transmission went out about 4 or 5 times. Customer states the transmission is still bucking. Customer states he never received a call back from anyone about his buyback process. Customer states he has not heard anything. Customer states he went to dealership, and raised havoc. Customer states dealership was lied to. Agent informed customer that dealer 62489 will be contacted. Agent spoke with Vince. Vince provided agent with following information:
 **August 22, 2006 at 2960 miles - Changed valve body
 **September 14, 2006 at 3691 miles - Changed the converter
 **November 13, 2006 at 4361 miles - Performed transmission assembly.
 Agent consulted with TLD50, and reassigned file to 82H. Agent informed customer that file will be reassigned and someone will be in contact with him. Customer states he sat before waiting on a phone call and does not want to be waiting. Agent informed customer that once this has been reviewed someone will be in contact with him. Customer complied. Customer states he has no secondary phone number, but does have an answering machine. Agent provided customer with CAIR number. Writer contacted owner and left voice message with direct extension for callback.
 Owner states that transmission has been repaired three times, and there is also an intermittent electrical concern whereby the headlamps go out sometimes while driving, and engine RPM drops at the same time. Owner requests replacement vehicle due to these concerns. Writer contacted dealer # 62489 and spoke to service manager Vince, and advised SM of vehicle replacement request. Writer will send file to dealer and DCX business center for handling.
 ***** ATTENTION SERVICE MANAGER *****
 Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the

attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 35 62489 04/02/07 10:52 O 16076955

*Contact Date:04/12/2007

Dealer Principal at the dealership has updated the Cair# 16076955

An appointment has been set with the customer.

7-13-07 CAIR reassigned to DM Tom Sheehan to investigate and resolve.

Owner state there is still a problem with the transmission. MPW

7-16-07 Warranty specialist Kurt Foht authorized replacement vehicle.

Intial offer to customer is for .25 per mile to 11,000 miles. Owner has

agreed to proceed with replacement. MPW

Dealer Contact is John McIntire.

7-16-07 File sent to ISG for processing. MPW

Customer Assistance Inquiry Record (CAIR)# **16084639**

VIN	2C4GP54L4	5R	Open Date	03/30/2007	Built Date	12/23/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	02/16/2005	Mileage	51,700	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	55412	FERNELIUS CHRYSLER DODGE				
Dealer Address	S MAIN ST @ US27					
Dealer City	CHEBOYGAN	Dealer State	MI	Dealer Zip	49721	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	ONAWAY MI	Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Other - Hatch/Deck Lid	Customer states her hatch does not open.
Product - Electrical - Park Assist System - Intermittent or Inoperative - Default	Customer states her headlights don't work.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Customer states she had been having ongoing issues with her headlights not turning on and sometimes her back hatch will not open and sometimes it will not stay shut. Customer seeking assistance with these repairs. Agent consulted with TR559 and transferred for further review. Although customer was previously transferred for further review, she was never declined.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Repair fee assistance for head lights and rear door.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 15,700
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 Yes
 How many DCX vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer transferred to the internal Tier 2 escalation line for further review of concern.
 Customer is the original owner of this vehicle, history of related repairs and no service contracts. Customer does not have a diagnosis on either the door or the headlight issue.
 Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No

commitment for goodwill assistance has been made at this time. Customer expressing dissatisfaction over the fact that she has to pay for the diagnosis on the issues when this has been a repeat concern for her.

Customer Assistance Inquiry Record (CAIR)# 16092875

VIN	1D4GP24R5 5B [REDACTED]	Open Date	04/02/2007	Built Date	02/19/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	05/28/2005	Mileage	47,437	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	57987	I M JARRETT & SON INC			
Dealer Address	335 S YORK ROAD				
Dealer City	HATBORO	Dealer State	PA	Dealer Zip	19040
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HATBORO PA [REDACTED]	Country	UNITED STATES		

Product - Emissions - EGR System - Defective - Default	Cusotmer states the EGR valve is out.
Product - Steering - Manual Rack and Pinion - Leaks - Default	Customer alleges the power steering rack is leaking.
Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Customer states he was aware of the incomplete recall.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states the head light switch is out.
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred for further review.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with EGR valve replacement, head light switch replacement and steering rack leaking.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 11,000 miles
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 Yes
 How many DCX vehicles has the customer owned including this vehicle?
 2
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer states that he is calling with a complaint. Customer states it is over the vehicle. Customer alleges this is his second Dodge Caravan and the head lights do not like to come on. Customer alleges that the power steering rack is leaking, and the customer states that the EGR is out also. Customer is seeking assistance with the repairs. Agent transferred for further review per JDB116.
 Based on no past history and the owner stated that he will never purchase

another DCX product the writer declined assistance with the repairs.

Customer Assistance Inquiry Record (CAIR)# 16099671

VIN	1D4GP45R4 5B [REDACTED]	Open Date	04/03/2007	Built Date	03/11/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	04/03/2004	Mileage	56,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44430	THE NEW MONROEVILLE DODGE INC			
Dealer Address	3633 WILLIAM PENN HWY				
Dealer City	MONROEVILLE	Dealer State	PA	Dealer Zip	15146
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	JEANNETTE PA [REDACTED]	Country	UNITED STATES		

Service Contract - New Contract Coverage - Maximum Coverage - Component Coverage - Default	Customer checking component coverage.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer says she is having some trouble with her headlight switch.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Rear	Customer states that her wiper motor went out

*****Recall Contact*****
 Customer is calling in today because she states that her wiper motor in the rear windshield has gone out. Customer would like to know if her warranty would cover this issue. Agent transfered to dccac for further assistance per KTW13.
 Customer says her rear windshield wiper motor has failed.
 Customer seeking coverage on components through her service contract.
 Agent advised customer her service contract will cover the rear wiper motor.
 Agent advised customer her Deductible is 100.00 .
 Customer indicated she s been having some trouble with her headlight switch, says it may not work intermittently, is asking if that is covered. Agent advised customer her contract does cover some switches, but she would have to check with her local dealership to be sure of coverage. Customer complained about being charged the \$100 deductible twice for 2 different repairs. Agent advised customer to check on it when she takes her vehicle in for the rear wiper motor. Agent advised customer to instruct the dealer to not repair the lights unless they are under the service contract. Customer said she would.

Customer Assistance Inquiry Record (CAIR)# **16100222**

VIN	2C4GP54LX	5R [REDACTED]	Open Date	04/03/2007	Built Date	05/11/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	07/29/2005	Mileage	41,284	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	45178	JIM RIEHL'S FRIENDLY CHRYSLER				
Dealer Address	1515 S. LAPEER ROAD					
Dealer City	LAPEER	Dealer State	MI	Dealer Zip	48446	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	LAPEER MI [REDACTED]	Country	UNITED STATES

Product - Wheels and Tires - Wheels - Corrosion/Rusted - Unknown	Customer states his wheel hub is rusted.
Product - Electrical - Park Assist System - Other - Default	Customer states the head lights flicker.

Customer states he has been having multiple electrical issues. Customer states he has had multiple sensors replaced. Customer states sometimes his lights go on and off. Customer states the dealership cannot figure out the issue. Customer states they have replaced ABS sensor, gas recirculation control sensor. Customer states the check engine light has been on. Customer states the last thing that has occurred is a squeak in the left wheel. Customer states the dealer determined that the wheel bearing was rusted. Customer states a speed sensor has gone out too. Customer states this is ridiculous. Customer states he is getting rid of the vehicle. Customer states he wants the concerns documented. Customer states there are other things that are still occurring. Customer is seeking assistance with the cost of the repairs to the wheel hub and the head light pulsation. Agent consulted with BLJ9 and advised customer to contact DCCAC and advised customer to have the vehicle diagnosed and then contact DCCAC. Customer understood and was provided reference number.

Customer Assistance Inquiry Record (CAIR)# 16135767

VIN	1D4GP24R1 5B [REDACTED]	Open Date	04/09/2007	Built Date	10/15/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	10/21/2004	Mileage	38,000	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	HUNTINGTON IN [REDACTED]	Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking information on if the vehicle can use E85 fuel.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Lamp switch does not always turn on the headlamps.

Customer called claiming that the switch to turn on the headlamps on the vehicle does not always work. Customer inquired if there are any recalls for his concern.

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file. Agent advised customer that their concerns have been documented.

Customer is seeking information on if the vehicle can use E85 fuel. Agent consulted with WC121. Agent advised the customer that the vehicle does not take E85 fuel.

Customer Assistance Inquiry Record (CAIR)# 16140776

VIN	2C4GP54L6 5R [REDACTED]	Open Date	04/10/2007	Built Date	10/28/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	06/30/2005	Mileage	25,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	44746	KAYSER CHRY CENTER OF WATERTOWN	INC
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Dealer Address	105 HWY 16 FRONTAGE RD		
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Dealer City	WATERTOWN	Dealer State	WI	Dealer Zip	53094
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Owner	[REDACTED]	Contact Type	OUTBOUND CONTACTS
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Address	[REDACTED]	Home Phone	[REDACTED]
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BEAVER DAM WI [REDACTED]	Country	UNITED STATES
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Product - Fuel System - Unknown - Defective - Default	Customer states that the fuel sensor was replaced.
Product - Fuel System - Fuel Tank - Other - Default	Customer states that the tank was replaced.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer states that he has had issues with the vehicle. Customer states that the vehicles gas sensor was bad. Customer states that the vehicle has had the sensor replaced this morning. Customer states that the gas tank was also replaced. Customer states that he is not having an issue so far with the vehicle but he would like for chrysler to fix the problem.

Agent advised customer that if he is not having any trouble out of the vehicle since the reapairs were made then we cannot assist with anything.

Customer states that he is having issues with vehicle that he states has placed his life in jeopardy twice. Customer states that he does not feel safe in the vehicle and is seeking buyback. Vehicle has just been repaired at dealer 44746 and states that the fuel sensor has been replaced three times, once causing him to run out of gas on the freeway.

Agent called dealer 44746 and spoke with Service Advisor, Dave. Dave states that the following repairs have been done:

10/5/05--3208 running rough--reprograming of module--oil change

6/5/06--12563--brake light replaced

1/12/07--21402 miles--Ran out of fuel while still showing 1/4

tank--repair completed 3/19/07 part on backorder. Scraping sound while turning--replaced steering coupling.

3/19/07--238212 miles--repair completed on previous diagnosis tie rod ends, fuel pump/leveling unit, headlamp instrumentation switch replaced.

Vehicle is currently repaired. Reassigned to 82H for further review on possible buyback.

***** OWNER RETENTION TASKFORCE TEAM*****

Called Dave, who states that the fuel tank was replaced last week and the vehicle has been returned to the owner. Dave states that the tank was backordered and the customer had the vehicle and would not allow the fuel to get too low to ensure there was no trouble.

Called owner and left message with direct line.

Talked to Mrs. Owner, who states that her confidence is shaken in this vehicle. States that she has not let the fuel get low enough to test to see if this is repaired. Aside from the running out of fuel, owner states that there have been numerous safety concerns. Owner states that the headlights went out a few times, and also a problem with the steering. Owner states that they have been loyal customers and she really wants to stay in a Chrysler vehicle, but her husband does not. Mrs. states it s her vehicle, and she really wants a Chrysler, but not this one. Called Dave, Sales Manager, and advised of concerns. Dave states that Mr. visited him during the last visit and plead his case. Dave feels sorry for the situation and will do what he can to help. Dave to crunch numbers to see about getting the customer into a different vehicle and will call writer back.

Dave called to touch base and is crunching numbers. Dave will consult with his finance person tomorrow.

Dave states that he will be meeting with the customer tomorrow. Advised that writer will be out of the office on Monday.

Left message with Dave.

Dave calls and states that the customer will be in tomorrow to pick out a vehicle and finalize numbers using an EC number.

Submitted request for EC. Writer to reimburse dealer for add ons that were part of the original purchase: bug shield, pinstripe, and environmental pkg. Dealer to fax receipt.

Writer to apply service contract to new vehicle as goodwill, consistent with plan on this vehicle.

Received discount number, P45432EC, and called dealer

Dave calls and states that the new vehicle 7R151559.

Writer to apply 7/70 maximum care service contract on new vehicle.

Writer to reimburse dealer for add ons once fax is received.

Cut check for \$879 per agreement.

Applied service contract to VIN 7R [REDACTED] per agreement.

Customer Assistance Inquiry Record (CAIR)# 16141098

VIN	1D4GP25BX 6B [REDACTED]	Open Date	04/10/2007	Built Date	08/05/2005
Model Year	2006	Body	RSKL52	DODGE CARAVAN SE	
In Service Dt	03/09/2006	Mileage	26,000	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	56463	MILLER-KRUEGER INC			
Dealer Address	119 N MILWAUKEE				
Dealer City	LIBERTYVILLE	Dealer State	IL	Dealer Zip	60048
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NORTH CHICAGO IL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer seeking information about repairs to vehicle.
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Customer stated the vehicle has been stalling and the headlights go on and off in the vehicle. Customer stated the vehicle has also been cutting off while she has been driving the vehicle and there is also a check engine like. Customer stated the dealership diagnosis the vehicle and they advise the customer that they cannot duplicate the issue. Agent contacted dealer 56463 and spoke with Service Manager Carmen who stated the vehicle was in on 4/2/07 and the dealership could not duplicate the concerns with the headlights, no codes for check engine light, and the vehicle is operating as designed. Agent informed customer of what was stated and informed customer that the vehicle will be repaired under the terms of the warranty and she could consult with any Dodge dealership to have repairs completed. Customer stated she would like to speak with supervisor. Agent consulted with EMW20 and informed customer that supervisor does concur with the information that agent provided to customer, and the lemon law is handled at a state level and DCX could not advise information about lemon law. Agent informed customer that DCX primary concern is getting the vehicle to operate as designed. Agent provided customer with reference number.

Customer Assistance Inquiry Record (CAIR)# **16144280**

VIN	2C8GP64L3	5R [REDACTED]	Open Date	04/18/2007	Built Date	02/12/2004
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	04/29/2004	Mileage	37,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	68858	SOUTH BAY CHRYSLER JEEP DODGE				
Dealer Address	20900 HAWTHORNE BLVD					
Dealer City	TORRANCE	Dealer State	CA	Dealer Zip	90503	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	CROWN POINT IN [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default | Requesting reimbursement for headlight switch.

Ms. [REDACTED] (1st owner) submitted letter and repair invoices regarding previous Cair (16045276) request. Requesting reimbursement for replacing headlight switch at dealer 41850 3/13/07 with 36,999 miles. Cost for the repair:
 Labor:\$129.95
 Parts:\$146.00
 Total cost:\$275.95
 Per AMJ22 reimburse for the repair minus \$50.00 deductible. Total reimbursement \$225.95
 Contacted Ms. Lipanovich on 4/19/07 at 2:41 p.m on the customer s home phone. Customer accepts reimbursement offer, provided phone number, extension number, and reference number. Verified payee and address. TW277 will process check for \$225.95.....

Customer Assistance Inquiry Record (CAIR)# 16162523

VIN	2D4GP24RX	5R [REDACTED]	Open Date	04/13/2007	Built Date	08/23/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	09/10/2004	Mileage	57,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44836	GENESEE VALLEY DODGE INC				
Dealer Address	G-4140 MILLER ROAD					
Dealer City	FLINT	Dealer State	MI	Dealer Zip	48507	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	CLARKSTON MI [REDACTED]				Country	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	ABS lamp flashes every 20 miles.
Product - Steering - Unknown - Noisy - Default	Claims grinding in front of vehicle.
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Claims radio has gone out after using auxiliary outlet.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlamps are intermittent with switch.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two supprt referral.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with repairs to steering and electrical.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 21000 miles.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 Yes.
 How many DCX vehicles has the customer owned including this vehicle?
 3.
 Is there warranty history related to the current concern?
 No.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes.
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer called claiming that their vehicle has a grinding noise in the front end. Customer alleges that the vehicle s ABS light is intermittent and turns on about every 20 miles, the headlamps are intermittent, and the radio went out after plugging a portable DVD player into the auxiliary outlet. Customer states that this vehicle has been used normally for long distance trips. Customer is seeking assistance with repairs to their vehicle. AS per TLD50, agent will transfer customer to tier two for further support.
 Customer transferred to the internal Tier 2 escalation line for further review of concern. Caller states during vacation the light switches malfunctioned. Caller states the controls have a loose connection. Caller states the ABS indicator is illuminating. Caller states the auxillary

outlets blew out when trying to use accessories. Caller states no formal diagnosis. Caller states a grinding noise during steering wheel turns.

Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. Agent informed caller she is inclined to assist with repairs pending diagnosis from a Dodge dealer of a manufacturing defect and there are no outstanding circumstances limiting the initial warranty. no committment for assistance has been made at this time.

*Contacted only listed number for customer to determine if diagnosis has been performed. Mailbox was full, so writer could not leave message. Will try again in a few days.

*Writer contacted only listed number for customer. Again, mail box is full. No way to leave message. Writer will close file until customer makes further contact. Must determine if and where customer has had diagnosis.

Customer Assistance Inquiry Record (CAIR)#						16186738
VIN	1C4GP45R2 5B [REDACTED]	Open Date	04/16/2007	Built Date	02/19/2005	
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	02/21/2005	Mileage	65,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60201	SPRING CHRYSLER JEEP DODGE, INC.				
Dealer Address	21027 I H 45					
Dealer City	SPRING	Dealer State	TX	Dealer Zip	77388	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CLEVELAND TX [REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default | Customer having issue with headlights not coming off.

Customer called stating that he took his vehicle in because of the headlights not working and the turn signals not working as well. Customer states that they fixed the turn signal but could not duplicate the headlights not turning on. Customer states that he paid the \$100 deductible. Customer states that now the headlights are not working and they are going to fix the issue for the customer but he would have to pay the \$100 deductible because it is passed the 60 days that it would not be covered by. Agent spoke with DJP99 and she advised this agent to transfer the customer to DCSC for further assistance.

Customer Assistance Inquiry Record (CAIR)# 16193855

VIN	1D4GP24R0 5B [REDACTED]	Open Date	04/17/2007	Built Date	03/12/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	04/07/2004	Mileage	63,660	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43882	O'HARA MOTORS INC			
Dealer Address	50 SPRING BARS ROAD				
Dealer City	FALMOUTH	Dealer State	MA	Dealer Zip	02540
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	NORTH FALMOUTH MA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Inoperative - Instrum't Panel-G. Box	Caller states there is a problem with instrument cluster.
Product - Electrical - Lamps and Switches - Other - Default	Caller states there is a problem with the blinker and head lamp switch.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Vehicle needs a speed sensor.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with electrical repairs.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 27,660
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 No.
 How many DCX vehicles has the customer owned including this vehicle?
 4
 Is there warranty history related to the current concern?
 Caller had previous electrical issues.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes, dealer 43882.
 ****End structured narrative CL - GOODWILL ESCALATION
 Caller states that she has had several reoccurring electrical issues such as the head lamp and blinker switch. Caller also states that there is a problem with the instrument cluster and the wheel speed sensor. Caller states the dealer informed her all of these repairs would be about \$1300.00 and they are not covered by her contract. Transferred caller for further review per rbs33.
 ---Customer transferred to the internal Tier 2 escalation line for further review of concern.
 Customer is seeking 100% coverage.

Customer stated the issues are intermittent.

Agent called Dealer 43882, and spoke with Dave, Service Manager.

Caller is a fair customer for the dealership.

Is not adverse to DCCAC assisting the customer, and performing repairs at warranty rates.

Agent will assist with the multifunction switch and the instrument cluster only.

Vehicle mileage is 63661

Warranty cost of repair \$722.00

As a one-time goodwill gesture, DaimlerChrysler will cover \$622.00 of the repair to the multifunction switch, and the instrument cluster. Customer will be responsible for a co-pay in the amount of \$100.00.

Customer will be responsible for the wheel speed sensor, and headlamp switch.

Customer requested call back.

Agent will call customer with goodwill offer.

Customer states she was suppose to receive a call back and has not heard anything from previous agent. Agent advised customer as a one-time goodwill gesture DaimlerChrysler will cover the multifunction switch and instrument cluster. Advised customer she will be responsible for \$100 co-pay for instrument cluster and multifunction switch. Advised customer she will be responsible for the full expense for the wheel speed sensor and headlamp switch.

Customer Assistance Inquiry Record (CAIR)# **16194866**

VIN	1D4GP24R6 5B [REDACTED]	Open Date	04/17/2007	Built Date	07/08/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	04/29/2005	Mileage	27,000	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68609	JOHN HOFFER DODGE-CHRY-PLYM-JEEP			
Dealer Address	2816 GRAND AVE				
Dealer City	CARTHAGE	Dealer State	MO	Dealer Zip	64836
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CARTHAGE MO [REDACTED]	Country	UNITED STATES		

Product - Brakes - Unknown - Other - Unknown	The customer states the rotors and pads need replaced again.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?
 Customer seeking assistance with the rotors and pads.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 15,000 miles
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 yes
 How many DCX vehicles has the customer owned including this vehicle?
 1 new and 1 used
 Is there warranty history related to the current concern?
 yes
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 no

****End structured narrative CL - GOODWILL ESCALATION

The customer is seeking assistance with the rotors and pads. The agent consulted with CDC45 and the agent transferred for further review.
 ----Customer seeking assistance with the front brakes. Customer states the car is not at the dealership. Customer states that the dealership has looked at the brakes in December, the last time anything was replaced. Customer has not got a diagnosis at this time. Customer is informed she must have it diagnosed before any assistance can be given. Customer referred to the dealership for a diagnosis. Customer asking if there is a recall on the head lights, she states they cut off when driving, customer informed there is no recall on that part on this van.
 Customer contacting DCCAC for MAL93 s extension and reference number. Customer states she has not had a diagnosis. Agent provided reference number, and transferred customer for further review per AMM97.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states there is still not a diagnosis but she lost the previous agent's extension and would like to have this provided to her again. Agent provided customer with the extension 69627.

Customer called in stating that vehicle is currently at dealership and has a diagnosis. Transferred customer to MAL93's extension. Customer understood, no further information was requested.

Customer states she has diagnosis and needs to have process sped up because she has to be at work in a couple of hours. Requesting to speak to someone else for assistance. Agent consulted with KW276 and advised customer that she will need to speak with MAL93 on this issue and agent will contact customer back after he reviews the file more.

Caller states that she is needing this taken care of now and she is demanding to speak with someone else to have this taken care of. Writer advised the caller that she would need to continue working with the agent who is currently reviewing her information for goodwill or if the customer demands to have a decision now then that decision would be declined per JDB116. Caller states that she does not have another vehicle that she can drive and she is wanting a resolution at this time. Writer advised the caller that if she does not wait for the previous agent then this denial will be final. Caller then stated that she would wait for MAL96 to contact her back.

Customer calling back requesting an update because she has not received a call back from MAL93. Advised customer the agent will be contacting her as soon as possible. Customer understood.

*Contacted service department of 68609 for information. Spoke with Bob, the service manager. He states that the rotors and pads are worn but there is absolutely no sign of a defect. He says that the tires are extremely worn, which would have contributed possibly to the wear. He says there is only a slight pulsation. Rotors were previously replaced 22000 miles ago. They are just worn now. Customer is 1 year and 15,625 miles outside of warranty. Reviewed with SMD54. Contacted customer. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired. Customer states she had a second diagnosis done at Goodyear, and they state it is a manufacturer's defect. Writer advised customer that any information about a diagnosis would have to be done at a Dodge dealership. If a Dodge dealership states the diagnosis is different, she may contact DCCAC back and the situation could possibly be re-evaluated. However, assistance is declined at this time, with the current information.

Customer Assistance Inquiry Record (CAIR)#	16211202
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VIN	2C4GP54L7 5R [REDACTED]	Open Date	04/19/2007	Built Date	09/28/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	10/28/2004	Mileage	40,177	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	43569	VIRTUE MOTORS			
Dealer Address	HIGHWAY 23 SOUTH				
Dealer City	DARLINGTON	Dealer State	WI	Dealer Zip	53530

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	DARLINGTON WI [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on.
Product - Electrical - Battery - Intermittent or Inoperative - Default	Battery has been replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights have had repairs.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two escalation referral.
Product - Wheels and Tires - Tires - Other - Front	Tire sensors have been replaced.

Customer states that she has had ongoing issues with vehicle since she has owned the vehicle. States that headlights, sensors in tires, left air bag, battery. Now the right censor for air bag is on and was informed by local dealership that she would have to pay for the repairs. Does not feel that she should have to pay for the repairs because this has been an ongoing electrical concern with the vehicle. Seeking assistance with the costs of the repairs. Agent provided reference number and transferred customer for further review.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?
 Assistance with air bag light censor.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 About 2,800 miles.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 Yes.
 How many DCX vehicles has the customer owned including this vehicle?
 Two.
 Is there warranty history related to the current concern?
 Yes.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes.

****End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the air bag sensor. Customer states she has had other sensors in the vehicle go out and this one should be covered. Customer had an airbag sensor replaced 2/07. Customer states she went to dealer 43569 on 4-12-07 for the diagnosis. Customer is the original owner of two vehicles and is out of warranty by 2800 miles. Agent called dealer 43569 and spoke with the owner John that answered the line. John stated the service department is

really busy and took a message for the Service Manager. Agent offered the customer a call back. Thomas the Service Advisor at dealer 43569 called Agents extension. Thomas stated the customer needs the driver sensor replaced and in 2-07 the passenger was replaced. Thomas stated he is not sure if they are DSA, and consulted with the Service Manger. Thomas stated they are DSA and would look into possibly assisting the customer in some way. Agent informed a file will be sent to have the Service Manager update the file. Thomas stated he will call and let the customer know they are going to assist.

\$\$\$\$\$\$\$\$ DIRECT-TO-DEALER \$\$\$\$\$\$\$\$\$\$
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

This Direct-to-Dealer CAIR is being sent for the following reason:

? Sales related concern / Out of Warranty Assistance Request /

Threat made against the dealer / Scheduling concern ?

Please update this CAIR as required.

Agent called dealer and spoke to ?name? to inform that CAIR was being sent.

\$

REASSIGNED TO BC/DLR 51 43569 04/19/07 10:34 R 16211202

*Contact Date:06/08/2007

Service Manager at the dealership has closed the Cair# 16211202

Warranty repair has been documented on Repair Order#67853

CAIR RETURNED FROM DEALER ON 6/08/2007 AT 09:28:510 R 16211202

Customer Assistance Inquiry Record (CAIR)# 16233019

VIN	1C4GP45R0 5B [REDACTED]	Open Date	04/24/2007	Built Date	07/05/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	08/09/2005	Mileage	33,000	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	63283	STINNETT CHRYSLER PLYMOUTH DODGE	INC		
Dealer Address	1041 WEST HWY 25/70				
Dealer City	NEWPORT	Dealer State	TN	Dealer Zip	37821
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	COSBY TN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Park Assist System - Intermittent or Inoperative - Default	Customer states her head lights do not work.
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Customer states her headlights flicker. Customer states her vehicle has been at the dealership for a few days and they cannot find the issue. Customer states she has had two switches replaced and it has not fixed the issue. Customer is seeking a loaner vehicle. Agent attempted to contact dealership and spoke with Bret. Bret states they have not been able to duplicate the issue. Bret states they have been in contact with STAR. Agent advised that a direct to dealer will be sent. Agent advised customer that the dealership is still reviewing the situation. Agent advised customer that the file is being forwarded and a case manager will be assigned. Customer was pleased. Agent advised that until a diagnosis has been made, Daimler Chrysler cannot look into a rental vehicle.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Bret to inform that CAIR was being sent.

REASSIGNED TO BC/DLR 66 63283 04/24/07 14:21 O 16233019
Customer advised agent her vehicle is at dealer 63283 for head light issue. Customer stated dealer has ordered a new light switch. Customer states she has had 2 new light switches before. Customer seeking reference number. Agent advised customer previous agent forwarded information to get additional parties invovled with the issue. Agent provided customer with reference number.

4/27 dm reviewed w/serv mgr: replaced multifunction switch. returned to owner on 4/25. jk24

*****D2D CASE MANAGER FOLLOW-UP***** Case Manager Susan: Telephone 248 944-7057:

Looks like multifunction switch was replaced in 2005, ignition switch and head light switch was also previously replaced.

This is only the second multifunction switch.

Called owner and left message with direct line.

Spoke with owner who is concerned with future same problems.

Informed owner writer will review on a case by case basis. Provided information on a DCSC.

Owner appreciated the call.

Customer Assistance Inquiry Record (CAIR)# 16237107

VIN	2C4GP44R7 5R [REDACTED]	Open Date	04/25/2007	Built Date	11/26/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	01/13/2005	Mileage	38,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	41960	DODGE CITY-COUNTRYSIDE INC			
Dealer Address	5949 S LA GRANGE RD				
Dealer City	COUNTRYSIDE	Dealer State	IL	Dealer Zip	60525
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WESTERN SPRINGS IL [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer had to return to the dealership for same issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealership could not resolve issue.
Product - Electrical - Lamps and Switches - Other - Default	Lights are flickering.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

Customer states that his interior lights and headlights would flicker, and dealership 41960 replaced a module. Customer states that the issue reoccurred again, and the dealership had the body module rebuilt. Customer states that lights are starting to flicker again, but he has not taken the vehicle back in for diagnosis. Customer states that he will not purchase another DCX vehicle because of this. Customer is seeking assistance with the cost of this repair.

Customer transferred to the internal Tier 2 escalation line for further review of concern, per RBS33.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?
Assistance with repair to the lights.

How far out of warranty is the vehicle/repair by time and/or mileage?
1,000 miles

Is there a service contract on this vehicle that would cover the repair?
No

Is the customer the original owner of this vehicle?
Yes

How many DCX vehicles has the customer owned including this vehicle?
2 new

Is there warranty history related to the current concern?
Yes

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
This repair-No

****End structured narrative CL - GOODWILL ESCALATION

-----Customer seeking assistance with the electrical systems on this van. Customer states that he has had it to the dealership in his area but not diagnosed. Customer states his electrical issue did go away but not it is back to where his head light flicker, the radio comes on and goes off intermittently. Customer has the Jeep and is not at a dealership.

Agent inclined to look further into this issue but only after a diagnosis. Customer is referred to the dealership for a diagnosis. Customer is given extension number and informed to call agent back once the diagnosis is complete.

-

Informed customer that before Daimler Chrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler dealer. Informed customer that any authorization for a Chrysler dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

Customer states no diagnosis has been obtained on vehicle and demands to speak with MAL93. Agent transferred customer for further review per AMJ22.

Customer calling for MAL93. Advised customer that agent no longer works with DCCAC. Customer advises of electrical repairs. Customer feels the dealer has never fixed his vehicle but only putting on band-aides for the issues. Customer feels these issues are manufacturing defects. Customer has an appointment for 5/21/2007. Transferred customer to Tier Two.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the lights.

Customer stated the issue has been ongoing and he feels this is a defect.

Customer states he has an appointment set for Monday for service.

Customer is the original owner of two vehicles and is out of warranty by 2000 miles. Agent informed the customer to call back with the diagnosis.

Customer seeking to speak to TR559 and has not been successful to get in contact with her. States he took the vehicle in two weeks ago and the dealer could not duplicate the issue. States he is taking the vehicle back today to get the diagnosis. Seeking if he needs to have the dealer call. Advised the customer that once he gets the diagnosis he needs to call back.

Customer seeking to have an electronic genius to look at his vehicle and see what the problem is.

Customer Assistance Inquiry Record (CAIR)#	16238341
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VIN	1D4GP24R6 5B [REDACTED]	Open Date	04/25/2007	Built Date	03/09/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/24/2004	Mileage	64,000	Dealer Zone	63 DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	26212	LANDERS CHRYSLER DODGE JEEP			
Dealer Address	7800 ALCOA RD				
Dealer City	BENTON	Dealer State	AR	Dealer Zip	72015
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WARD AR [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer claims the head lights intermittently go off.
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Customer states he has had an issue with the headlights of the vehicle going on and off. Customer states he took the vehicle to dealer 26212 and they informed him that they could not duplicate the issue. He alleges the problem continued so he contacted dealer 26212 back. Customer claims that the dealer informed him to contact them if the issue occurs again. He states that a service adviser at the dealer told him that if the issue occurs again, even if the vehicle is out of warranty, they will repair the problem for him. He alleges that the service adviser who informed him of this no longer works there and the other technicians are telling him there is nothing they can do. Customer states that the dealer advised him that the repairs to the vehicle will no longer be covered under warranty. Customer alleges when he first brought the vehicle into the dealer the vehicle was under warranty and the dealer did not perform any repairs. Customer is seeking assistance for any repairs or fees to be placed under warranty. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired per RJ16. Customer states he has the documentation showing that he was at the dealer while the vehicle was in warranty for the same issue. Agent informed customer that DCX understands he may have had issues with the headlights while the warranty was in effect but no repairs were completed and the vehicle is outside of the warranty period. Customer states that if something happens from the headlights then he will take further action. Agent informed customer that DCX advises he have the vehicle repaired and if he decides to take further action that is at his discretion.

Customer Assistance Inquiry Record (CAIR)# 16238830

VIN	1D4GP24R6 5B [REDACTED]	Open Date	04/25/2007	Built Date	03/09/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/24/2004	Mileage	60,000	Dealer Zone	63 DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	26212	LANDERS CHRYSLER DODGE JEEP			
Dealer Address	7800 ALCOA RD				
Dealer City	BENTON	Dealer State	AR	Dealer Zip	72015
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WARD AR [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer seeking information about recalls.
Corporate - Lost Customer - Default - Default - Default	Customer states he will not purchase another DCX vehicle.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states lights flicker on and off.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Referral.

*****Recall Contact *****

Customer called seeking information about recalls on the vehicle. He states headlight goes on/off at times. He took the vehicle to a dealer but dealer was uncooperative. Customer is seeking assistance with headlight repairs. Agent will transfer the customer to DCCAC for further assistance since the concern is not recall related per KR294.

Customer calling with headlight switch which is intermitten issue. Dealer could not find issue, so they advised to bring in when issue occurs. Customer was told now it has too many miles and is not covered. Customer wanted the issue taken care of while under warranty. Customer is seeking assistance with repairs, due to being out of warranty. Customer has papers where it was documented, but service person who wrote repair is no longer there. Customer states have to wiggle the switch, and seems to happen more when it is raining or moist outside. Customer contacted dealer and the part is \$38.00. Customer is wanting assistance with labor and parts. Customer has not had a diagnostic recently, he has the invoice where the diagnostic was done on 6/3/2005.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?
 assistance with headlight switch repairs.

How far out of warranty is the vehicle/repair by time and/or mileage?
 24,000 miles

Is there a service contract on this vehicle that would cover the repair?
 no

Is the customer the original owner of this vehicle?
 yes

How many DCX vehicles has the customer owned including this vehicle?

two

Is there warranty history related to the current concern?

no

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

yes

****End structured narrative CL - GOODWILL ESCALATION

He had been told in 2005 to keep the invoice for when headlight issue reoccurs and they would still replace it under warranty. Customer is not under warranty any longer.

Customer transferred to the internal Tier 2 escalation line for further review of concern, per DJC104.

Customer seeks assistance with headlight switch repairs. Customer states the vehicle was diagnosed on 6/3/05. Agent informed customer that per the previous narrative (CAIR 16238341) DaimlerChrysler will not participate in the repair. The vehicle warranty has expired per RJ16.

Customer states that DCX has lost a customer.

Customer states he will advise anyone he can not to purchase DCX vehicles any way he can.

Customer Assistance Inquiry Record (CAIR)#	16243218
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VIN	2C4GP54L2 5R [REDACTED]	Open Date	04/26/2007	Built Date	09/09/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	12/27/2004	Mileage	50,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	42776	BUCHANAN AUTO PARK INC			
Dealer Address	11194 BUCHANAN TRAIL E				
Dealer City	WAYNESBORO	Dealer State	PA	Dealer Zip	17268

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	HAGERSTOWN MD [REDACTED]	Country	UNITED STATES

Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	Alleges electrical issue with vehicle.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Electrical problems

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I have a 2005 Town & Country Mini van and the van has had electrical problems from almost day 1. the drivers side door electrical switches (power window, door locks) would not work and this happen several times and everytime it was taken for repairs it worked there and they said that if it was not doing the problem they could not fix it. Finally it did the problem and they replace a electrical part. But why I m emailing you is because the van has a electrical problem and it was not only centered with that door, the van now, The drivers power sliding door will not open electrically, the air bag light comes on the check engine light comes on, and the head light do not come on all the time when you turn them on, you have to turn them on and off at times to get them to come on. I m sending this email to you to see if Chrysler will repair this problems due to the van having a prior electrical problem or do I as the owner have to pay for repairs. I would like to thank you for your time , And look forward to hearing from you soon.

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Chrysler Town and Country. Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer s warranty at the time the expense was incurred. Although a more favorable reply could not be provided, sharing your concern with us is appreciated. Thank you again for your email.

*****END OF RESPONSE*****

CUSTOMER S REPLY:

Dear Wayne I would first like to thank you for your response. A second I have a concern for chrysler Lack of concern for SAFETY. I can only guess you (as chrysler) feel head light that won t turn on, air bag light that comes on (which is a indication that the air bags will not deploy) , Is not a safety Issue. My wife and kids ride in this unsafe vehicle which does not make me feel good. Now If chrysler will not back up there product after I have had this vehicle in for repairs due to a electrical problem then have to explore other avenue s to get this problem fixed. I

have been in contact with the State of Maryland's State's Attorneys Office about my problem> I only wish for the electrical problems to be fixed, And I hope Chrysler Will work with me to do this. Thank you for your time.

[REDACTED]

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center. After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative. Thank you for taking the time to communicate with DaimlerChrysler Motors Corporation. It is regrettable that a more favorable reply can not be provided. Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# 16244985

VIN	2D4GP44LX 5R [REDACTED]	Open Date	04/27/2007	Built Date	12/23/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	01/18/2005	Mileage	48,059	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	41373	SUNSHINE DODGE INC			
Dealer Address	840 SO HARBOR CITY BLVD				
Dealer City	MELBOURNE	Dealer State	FL	Dealer Zip	32901
Owner	[REDACTED]	Contact Type	D2D NO CASE MANAGER		
Address	[REDACTED]	Home Phone			
	WEST MELBOURNE FL [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the service department has been unable to resolve issue.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states vehicle has intermittent electrical issues.

Customer states that the vehicle is having intermittent electrical issues. Customer claims that if the vehicle is idling or going slow speeds the vehicle dashlights will turn off or the vehicle will stall out. Customer states that he has had a ground replaced. Customer states the dealer was unable to duplicate issue while at the dealer. Customer states the headlights will turn off and on at night. Customer states that the vehicle does not duplicate the issue when he drives the Service Advisor. Customer states that he offered to leave the vehicle with the dealer for them drive until the vehicle duplicates the issue. Customer claims that the dealer advised him that they can not authorize him to leave the vehicle with them. Agent contacted Dave the Service Manager at dealer 41373. Dave advised that the customer has been advised that the dealer can not keep the vehicle until the issue can be duplicated when it is brought in. Agent customer that the dealer can not keep the vehicle in the hopes that it will duplicate the issue. Agent advised customer to continue to work with the dealer and advised that customer may want to keep a log of what the conditions are and how often it happens when the vehicle acts up. Customer stated that he would try to continue with the dealer.

Customer states that stalls and it can not be duplicated by the dealer. Customer states that since speaking to the last agent he has not taken the vehicle to the dealer. He states that he is not sure what to do. Agent contacted dealer 41373 and spoke to Jolynn the service advisor who states that the vehicle was there for a week and the only thing they found was on 3/22/07 brought in for stalling at 46,928 miles the only thing that could be found was a corroded battery. The next time was 4/11/07 at 47,510 miles for stalling issue. Jolynn states that the issue could not be duplicated. Jolynn states that the customer has an aftermarket contract and they have even spoke to them and the issue can not be duplicated.

Agent informed Jolynn that a direct to dealer would be sent.
Agent informed the customer that he could keep working with the dealer
and agent would forward the file to the dealer to get the appropriate
parties involved to try to repair the vehicle.

\$\$\$\$\$\$\$\$\$ DIRECT-TO-DEALER \$\$\$\$\$\$\$\$\$\$
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

This Direct-to-Dealer CAIR is being sent for the following reason:
?Unresolved vehicle concern ?

Please update this CAIR as required.

Agent called dealer and spoke to ?name? to inform that CAIR was being
sent.

\$\$\$\$\$\$\$\$\$
REASSIGNED TO BC/DLR 42 45051 05/01/07 16:40 R 16244985
REASSIGNED TO BC/DLR 66 41373 05/01/07 16:47 R 16244985

*Contact Date:05/07/2007

Service Manager at the dealership has closed the Cair# 16244985

Warranty repair has been documented on Repair Order#22106

CAIR RETURNED FROM DEALER ON 5/07/2007 AT 12:35:569 R 16244985

Customer Assistance Inquiry Record (CAIR)#						16250801	
VIN	2C4GP54L3	5R	Open Date	04/30/2007	Built Date	08/11/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/30/2004	Mileage	34,115	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	58664	POMPEY DODGE					
Dealer Address	303 WYOMING AVENUE						
Dealer City	KINGSTON	Dealer State	PA	Dealer Zip	18704		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	SHICKSHINNY PA				Country	UNITED STATES	

Product - Electrical - TV/DVD - Other - Audio	States that he has had the DVD player replaced.
Product - Wheels and Tires - Tires - Other - Unknown	States that he has had to replace the tires on the vehicle.
Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Other - Default	States that the compressor has been replaced.
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Unknown	States that the headlights have been repaired.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Pass	States that the passenger window is intermittent.
Product - Suspension - Shock Absorbers / Struts - Other - Unknown	States that the struts have been replaced in the vehicle.
Product - Engine - Valve Train - Other - Default	States that the valve cover gasket have been replaced in the vehicle.
Product - Engine - Oiling System / Pan / Pump - Other - Default	States that the vehicle burns a quart oil every 15 to 1,000 miles.
Product - Suspension - Unknown - Other - Front	States that there is a bumping noise in the vehicles front.

Customer states that his vehicle is a piece of junk. States that the vehicle burns a quart of oil every 15 to 1,000 miles. States that he was informed that the vehicle is suppose to burn that way. States that the CD/DVD player was replaced, the strut bushings, tires, compressor, and valve gaskets have been replaced. States that the headlights did not come on in the vehicle and now the vehicles passenger window will not roll up and down on the vehicle and the EGR valve needs to be replaced. States that he wants to warranty extended on the vehicle. Agent informed customer that DCX will not extend the warranty on the vehicle, he has the option of purchasing an extended Service contract for the vehicle and the vehicle is still under the 336. Customer demanded for a supervisor.

AMM97 took over call

Customer informed supervisor of above information. States that he wants supervisor extend the warranty on the vehicle. Agent informed customer DCX cannot nor will not extend the warranty on the vehicle. Advised customer that he is still under warranty. Informed customer that dealership 43888 will be contacted and the file be forwarded to get the issue resolved. **AMM97**

Agent contacted dealership 43888 and spoke with Bill the Service Manager. Bill states that he has never been informed of a noise in the front of

the vehicle but, he will be more than happy to look at the vehicle.
Agent informed customer that the file will be sent to dealership 43888 to additional parties involved. Customer inquired if he will be provided with a rental vehicle. Agent informed customer that he does not have an extended Service contract to provide him rental but, he can contact back and seek consideration once the vehicle has been diagnosed. Customer stated that is not good enough and DCX just a customer.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your

District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Bill the Service Manager, to inform that CAIR was being sent.

#####

REASSIGNED TO BC/DLR 35 43888 04/30/07 10:10 O 16250801

Customer wants to speak with the supervisor. Agent informed customer that the warranty can not be extended on the vehicle. Customer wants to know if she can get a loaner vehicle. Agent informed customer that before we can review for the rental a diagnosis has to be done. Customer wants to know how she is going to get the vehicle to the dealer. Agent informed customer that she does have towing assistance that she can get the vehicle towed. Customer wants to know who is the service representative in the area. Agent informed customer to refer to the dealer and speak with the service manager for the information. Customer understood.

*Contact Date:05/01/2007

Service Manager at the dealership has updated the Cair# 16250801
An appointment has been set with the customer.

*****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: Chris Telephone:
248-944-7220

Writer left message for owner to call back direct. Writer will provide a rental as goodwill gesture.

*Contact Date:05/23/2007

Service Manager at the dealership has updated the Cair# 16250801
Parts have been ordered.

*Contact Date:05/30/2007

Service Manager at the dealership has closed the Cair# 16250801
Warranty repair has been documented on Repair Order#8898
CAIR RETURNED FROM DEALER ON 5/30/2007 AT 02:12:175 R 16250801
owner states the air conditioning is out again and needs a rental since they are leaving for vacation. Writer left message with Jill at dealer to let Bill-SM know about approving rental. Writer will also provide a DCSC as goodwill gesture.

provided form to EJW for DCSC.

Owner left message stating A/C is not working again. Left message with owner to call back if rental is needed. Advised owner that DCSC form was filled out and it may take another week for processing.

Writer got call from Mark at dealer 58644 stating that owner is having A/C issues. Mark states it needs major A/C repairs and he is concerned about getting charged back since it may be caused by poor workmanship by dealer 43888.

Left message with owner asking her to make another appt with dealer 43888 since dealer 58644 feels it may be possible workmanship type issue.

Owner very upset and wants to know if Chrysler can approve repairs to be done at dealer 58644 since she refuses to go back to dealer 43888.

Writer spoke with BKR3 and he will call the BC.

6-27-07 MABC CR Manager authorized this warranty repair at the serving dealer 58664. MPW

Owner called stating that Bear Chrysler repaired the vehicle again and the A/C worked for two hours and now it is not working again. Writer advised owner of lines 81-82 and she states the dealer never mentioned anything about it. Writer called dealer and spoke with Mark and he states he was never notified of the approval for repairs. Mark also made the comment that his boss will decide what vehicle they repair or don t

accept the vehicle or not.

Customer Assistance Inquiry Record (CAIR)# **16251020**

VIN	1D4GP24R6 5B [REDACTED]	Open Date	04/30/2007	Built Date	06/30/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/01/2005	Mileage	36,005	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	Dealer State	UT	Dealer Zip	84115
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SALT LAKE CITY UT [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Alleges repeated issue with air bag light.
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Customer states that vehicle is currently at dealership 56189 for air bag light being on. Customer claims that this issue was repaired by the dealership three time prior. Customer claims that there is also now currently an intermittent concern with the headlights. Contacted dealer 59189 and spoke to Assistance Service Manager Terry. Terry stated that the first time the vehicle was in on 03/15/07 at which time they replaced the seat belt tensioner. Terry also stated that vehicle was in on 04/25/07 and they found the same code but there are not issues with the tensoner. Advised Terry that file woudl be sent Direct to Dealer to attempt to resolve issue. Advised customer of the above and that Case Manager would be assigned to follow up with concern to eb sure of resolution.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Terry inform that CAIR was being sent.

REASSIGNED TO BC/DLR 74 56189 04/30/07 10:31 R 16251020
D2D CASE MANAGER FOLLOW-UP Case Manager NAME:Robert Clark/
Telephone:248-944-7132*

5/3/07 Writer called the Service Manager Todd who advised that the vehicle is in now and the headlight concern was duplicated and a headlight switch was ordered. Todd advised that they have not been successful in duplicating the air bag light concern and are still diagnosing. Todd will call me when more information is available. Writer called the customer and provided my name and direct number on the message

machine.

5/4/07 Writer called the customer who advised that the headlight concern will be repaired by the close of business today and the air bag light concern has not yet been duplicated. Owner has my direct number to call if the dealer is unable to satisfy his concerns.

*Contact Date:05/07/2007

Service Manager at the dealership has closed the Cair# 16251020

Warranty repair has been documented on Repair Order#086406

CAIR RETURNED FROM DEALER ON 5/07/2007 AT 11:14:00 R 16251020

Customer Assistance Inquiry Record (CAIR)# 16252817

VIN	1D4GP24R5 6B [REDACTED]	Open Date	04/30/2007	Built Date	08/30/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	09/02/2005	Mileage	26,930	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	49914	FOREST LAKE C-P-D/WALDEN AVIS			
Dealer Address	P O BOX 651				
Dealer City	PARSIPPANY	Dealer State	NJ	Dealer Zip	07054
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RICHMOND VA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default | Customer states the head lamps are not working.

Customer claims the headlamps are not working and would like to know if the vehicle is still covered under warranty. Agent advised customer the vehicle has a basic warranty for 3/36. Customer seeking the tire warranty. Agent advised customer the tire warranty is for 12/12.

Customer Assistance Inquiry Record (CAIR)#	16254262
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VIN	2D4GP44LX	5R	Open Date	05/02/2007	Built Date	03/20/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	05/15/2004	Mileage	28,765	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	FARMINGTON MN	Country	UNITED STATES

Referral - Other - Default - Default - Default	Alleges issue with vehicle. No details provided.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

My 2005 Grand Caravan is junk

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I would appreciate it if someone would call me regarding my 2005 GrandCaravan. This vehicle has had multiple problems and I do not feel safesending my family in it. I have tried contacting someone multiple timesbut have not gotten to talk to anyone how can help. I am verydisappointed.

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.Thank you again for your email.

*****END OF RESPONSE*****

You have done NOTHING to address our problems. We have phoned Dodge multiple times and even driven our vehicle to the dealer and talked to them about the issues a week ago and have still not gotten any assistance or answers on what DODGE is going to do. We have now brought the vehicle back to the dealer today because again the headlights (which we were told is not a safety concern) did not want to come on while driving it last night until I turned the lights off and on multiple times. The fog lights also were flashing off and on while driving even though the fog lights were not turned on and when we turned the fog lights on the headlights would turn off. We do not feel safe driving this vehicle at night or more than a few miles from our home which is ridiculous for a vehicle with 29,000 miles. I can t believe what TERRIBLE service we have received from Dodge and number issues we have had with this van. Something needs to be done ASAP.

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please

accept our apology for the problems you have experienced. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option. Thank you again for your email.
*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#	16256415
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VIN	2D4GP44LX 5R [REDACTED]	Open Date	05/01/2007	Built Date	03/20/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	05/15/2004	Mileage	20,600	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	43943	JEFF BELZER'S DODGE			
Dealer Address	HIGHWAY 50 AND CEDAR AVENUE				
Dealer City	LAKEVILLE	Dealer State	MN	Dealer Zip	55044

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	FARMINGTON MN [REDACTED]	Country	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer is still having issues with the steering shuttering
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated that his head light come on off

Customer is seeking to talking to a ZONE REP. Customer stated that he needing to talk to someone due to the fact he feel that this vehicle and he does not feel safe driving it. Customer stated that there are just to many issue to say the big issue right now is his head light. Customer stated that his lights keep coming on and off and that this is intermittent. Agent informed the customer that she could sent a file to the dealership for further assistance. Customer stated that they did that already with the other issue he had and that did not seem to of worked. Customer stated that he is just over this. Agent informed the customer that he would have call his dealership for the number for the rep .

Customer Assistance Inquiry Record (CAIR)#						16256759
VIN	2C8GP64L1	5R [REDACTED]	Open Date	05/01/2007	Built Date	07/07/2005
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	09/09/2005	Mileage	18,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41383	ORLANDO DODGE CHRYSLER JEEP				
Dealer Address	4101 WEST COLONIAL DRIVE					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32808	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	WINTER GARDEN FL [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer states headlights come on and off.
Product - Electrical - Battery - Complete Failure - Default	Customer states that her battery has died.

Customer states vehicle died three times in a row. Dealer replaced battery. Customer states her headlights on her vehicle go out for no reason at all. Dealer advised that this was because the sensor is bad. Dealer advised that the battery is going bad because she had her cell phone plugged in. Lights are coming on and off at night. Customer states she has had vehicle to the dealership twice for service and dealer will not repair vehicle. Agent spoke with Ron who transferred customer to the Operations Manager Gary. Gary did not answer phone either. Agent advised customer to continue working with dealership per KEG24. Agent advised customer that until there was a diagnosis on the vehicle we did not know what was going on. Agent advised customer to contact DCX back once vehicle was at or going to the dealership in order to get all the appropriate parties involved to get the issue resolved.

Customer Assistance Inquiry Record (CAIR)#	16260234
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VIN	2D4GP44L9 5R [REDACTED]	Open Date	05/02/2007	Built Date	09/15/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	10/14/2004	Mileage	37,000	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	63718	JUETTNER MOTORS INC			
Dealer Address	1900 SOUTH BROADWAY				
Dealer City	ALEXANDRIA	Dealer State	MN	Dealer Zip	56308
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ASHBY MN [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Other - Default	Dealer did not update customer with parts delay.
Product - Electrical - Lamps and Switches - Other - Default	Headlights needed a module.

Customer states that the headlights are turning on and off intermittently, and dealership had to order a module for the repair. Customer states the part was ordered about three weeks ago, and still has not arrived. Customer is seeking assistance getting this part expedited. Agent contacted dealership 63718, and spoke with ED, in the parts department. Ed stated that the part number is 5102969AC, and the part had already shipped. Agent verified the the part shipped on 05/01/07 on special handling. Ed states that he expects to get the part today. Agent informed the customer of this, and advised him to contact the dealership for an update. Customer complied.

Customer Assistance Inquiry Record (CAIR)#						16262648
VIN	2C4GP54L9	5R	Open Date	05/02/2007	Built Date	10/25/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	06/11/2005	Mileage	30,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	65138	ATLANTIC CHRYSLER-JEEP				
Dealer Address	1 TILTON ROAD					
Dealer City	PLEASANTVILLE	Dealer State	NJ	Dealer Zip	08232	
Owner	[REDACTED]			[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]			Home Phone	[REDACTED]	
[REDACTED]	EGG HARBOR TOWNS NJ [REDACTED]			Country	UNITED STATES	

Corporate - Product Information - Default - Default - Default Customer wanting out of vehicle.

Customer advised by Chrysler Financial to contact DCX. Customer states has a lemon law filed on this vehicle. Customer is leasing and has \$7000.00 left on lease. Customer has been offered \$2000.00. Customer is just wanting rid of the vehicle and it has been a nightmare. Per CDC43, agent will advise not showing lemon law in system. Customer states he was offered the \$2000.00 from the manufacturer. Agent will contact dealer/65138, to find out about repair attempts. Agent trying to contact dealer, but no answer. Agent contacted dealer, and spoke to Dave, Service Advisor, who verified repairs on vehicle. DATE: 3/22/2005 MILES: 5 Concern: maintainance REPAIR: Rapid Response and Recharge battery DATE: 6/15/2005 MILES: 145 CONCERN: Remove Trailer Hitch DATE: 10/18/2005 MILES: 6333 CONCERN: Check Engine light on REPAIR: flashed, no codes DATE: 2/27/2006 MILES: 12400 CONCERN: Headlight inoperative REPAIR: replaced switch DATE: 4/28/2006 MILES: 15123 CONCERN: Rack and Pinion REPAIR: Replaced Rack and Pinion DATE: 8/22/2006 MILES: 19500 CONCERN: Sliding door inoperative and Navigation not working REPAIR: Removed coins from navigation DATE: 11/25/2006 MILES: 23525 CONCERN: Clicking sound, Recall F01 REPAIR: not duplicated DATE: 2/3/2007 MILES: 26900 CONCERN: Rattles, Sto and Go not working REPAIR: replaced sway bar, sto and go not duplicated DATE: 4/2/2007 MILES: 30341 CONCERN: Rear vent window inoperative REPAIR: replaced rear vent DATE: 4/3/2007 MILES: 30422 CONCERN: Headlights inoperative, Steering and Suspension REPAIR: replaced headlights. Customer would like to be called back at [REDACTED] Agent will contact dealer/65138, to advise sending file to Service Manager. Agent left voice mail for Jeff Norton, Service Manager, advising sending file, due to customer wanting out of vehicle. ##### DIRECT-TO-DEALER ##### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to

resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and left voicemail for Jeff Norton, Service Manager, to inform that CAIR was being sent.

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REASSIGNED TO BC/DLR 35 65138 05/02/07 17:25 O 16262648

Agent will contact customer back when time allows.

*Contact Date:05/03/2007

Assistant Service Manager at the dealership has closed the Cair# 16262648

Vehicle operates properly and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/03/2007 AT 12:26:636 R 16262648

****D2D CASE MANAGER FOLLOW-UP**** Case Manager Don : Telephone: 7088.

Writer contacted service manager Jeff Norton, but could not get thru.

Writer contacted the owner and left message with direct line as needed..dg2

Customer Assistance Inquiry Record (CAIR)# **16265457**

VIN	1D4GP45R2 5B [REDACTED]	Open Date	05/03/2007	Built Date	09/10/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	10/02/2004	Mileage	54,352	Dealer Zone	63 DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44736	FLETCHER DODGE-CHRYSLER			
Dealer Address	2901 MOBERLY LN				
Dealer City	BENTONVILLE	Dealer State	AR	Dealer Zip	72712
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CENTERTON AR [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states his head lights turn off.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Customer states he has been having electrical problems. Customer states the dealership has replaced many parts. Customer states the head lights turn off sometimes when he is driving. Customer states they have finally found the problem. Customer states they have to replace the light switch. Customer would like repair fee assistance.

Agent consulted with AMJ22 and transferred for review due to warranty history.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?
 Repair fee assistance for headlights.

How far out of warranty is the vehicle/repair by time and/or mileage?
 14,000 miles

Is there a service contract on this vehicle that would cover the repair?
 No

Is the customer the original owner of this vehicle?
 Yes

How many DCX vehicles has the customer owned including this vehicle?
 2

Is there warranty history related to the current concern?
 Yes

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes

****End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Customer seeking assistance with the headlight issue. Customer states the dealer told him the switch was bad and that DCX would not pay for it due to the mileage. Agent contacted dealer and spoke to Service Advisor, Charles because Service Manager was on a test drive with the Chrysler representative. Charles states they have had the vehicle for about 3

hours but have not been able to duplicate the concern but they feel that it is the headlight switch. Agent will contact dealer and speak with the Service Manager. Customer was offered a call back. Customer accepts. Customer strongly feels that this should be covered by warranty due to it being a safety issue. Agent is inclined to assist due to previous repairs.

*Agent contacted dealer and got a fast busy signal.

*Agent contacted dealer and spoke to Mike, Service Manager who does not mind to assist with the repairs. Mike provided warranty cost for the repair \$91.95 (parts \$32.55 and labor \$59.40).

As a one-time goodwill gesture, DaimlerChrysler will cover \$91.95 of the repair. PA entered.

Agent contacted customer on primary number and advised customer of the decision. Customer accepts.

Customer Assistance Inquiry Record (CAIR)#	16267152
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VIN	2D4GP44L0	5R [REDACTED]	Open Date	05/04/2007	Built Date	02/22/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	04/09/2005	Mileage	38,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	43320	CHRYSLER JEEP DODGE BELLEVUE				
Dealer Address	316 116TH AVENUE N E					
Dealer City	BELLEVUE	Dealer State	WA	Dealer Zip	98004	

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	SNOQUALMIE WA [REDACTED]	Country	UNITED STATES

Product - Brakes - Disc Brake Assy/Calipers - Worn - Front	Front brake rotors need replacing.
Product - Emissions - Oxygen Feedback Sensor - Other - Default	Needs to be replaced.
Product - Electrical - Lamps and Switches - Other - Default	Rear brake light socket needs to be replaced.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

My 2 year old Grand Caravan needs too much maintenance

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:

Dear Dodge, My 2005 Grand Caravan is the first American car I have ever owned. I was quite impressed with the Stow and Go seats and the general power and performance of the engine. However, the vehicle has had way too many problems thus far. I have had recurring, inexplicable loss of power to headlights, doors, windows, etc. The front brake rotors need replacing after only 38000 miles. The exhaust oxygen sensor needs replacing. The right rear brakelight socket needs replacing. I once had a 1980 Celica that I drove until 1998 and the only repair, beyond normal wear and tear, was to the radiator. Apparently the bad maintenance reputation of American cars is still true. I will not buy another. On a final note, the dealership (Dodge of Bellevue) wants to charge me between 475 and 650 dollars for the brake job. Midas will do it for 350. Thanks for listening. [REDACTED]

Response states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Grand Caravan. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)# 16270788

VIN	1D4GP45R8 6B [REDACTED]	Open Date	05/04/2007	Built Date	10/17/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT	
In Service Dt	04/15/2006	Mileage	13,800	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	60018	COURTESY AUTO MALL OF GALION INC			
Dealer Address	7680 STATE ROUTE 309				
Dealer City	GALION	Dealer State	OH	Dealer Zip	44833
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GALION OH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer having an issue with head lamps dimming.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the dealer has not resolved the issue.

Customer called in stating she is having issues with the head lamps dimming. Customer stated she has been to the dealer and was informed this is a normal issue. Customer stated this could not be normal and what can DCX advise. Agent called dealer 60018 and spoke with Jerry. Jerry stated they replaced the battery at the end of March for the issue. Jerry stated star advised to test another like vehicle and if it has the same issue this is a normal issue. Jerry stated they have tried other like vehicles and they do the same and this is determined a normal issue. Agent informed the customer that DCX will have to concur with the dealership because they are our eyes and ears. Customer stated she does not agree. Agent informed the customer if she is not comfortable she can seek a second opinion at another dealership.

Customer Assistance Inquiry Record (CAIR)#						16271350
VIN	2C4GP54L5	5R	Open Date	05/04/2007	Built Date	03/04/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	08/20/2004	Mileage	21,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68904	OLYMPIA CHRY-JEEP				
Dealer Address	2110 CARRIAGE DRIVE SW					
Dealer City	OLYMPIA	Dealer State	WA	Dealer Zip	98502	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SHELTON WA [REDACTED]			Country	UNITED STATES	
Product - Fuel System - Unknown - Other - Default				Caller alleges the fuel gauge does not work properly.		
Product - Fuel System - Unknown - Defective - Default				Customer is seeking rental assistance.		

Customer is calling seeking assistance with a rental vehicle. Dealer 43043 has to keep the customers vehicle over the week end for a fuel gauge issue. This is the third attempt to repair the vehicle. Customer said the dealer does give a loaner but it is unsafe, his pregnant wife can not get in and out and the headlights do not work. Agent contacted dealer and spoke with Linda, a service advisor. Linda advised they provide a loaner, a Mercury Sable. Agent asked if it had been repaired. Linda did not know the vehicle had any issues. Customer is seeking a vehicle closer to what they are driving and he has to go on maneuvers this week end and they only have one other vehicle. Agent advised per dealer ship is providing a loaner, and it has not been diagnosed DCX will not assist with rental.

Customer states that the dealership was providing a 1995 Sable as a rental vehicle. Customer states that his wife is 8 months pregnant and this vehicle is not acceptable. Customer is requesting another rental vehicle be provided. Customer advises that the dealership has diagnosed the vehicle. Agent contacted dealership 43034 and spoke with Aaron in service who advised that the vehicle is done and he will call the customer to advise the vehicle needs to be picked up. Aaron advises that the fuel pump sending unit was replaced. Agent advised customer of this information. Customer states that he is going to file for lemon law if his vehicle does not work this time.

Customer became very upset and advised that the vehicle has had this problem three times and he is tired of it. Agent advised customer that his concerns have been documented. Customer does not want to start the lemon law yet until he finds out if this has solved the problem

Caller states the fuel gauge goes down, the check engine light comes on, and the vehicle sputters. Caller states he picked up the vehicle 2 days ago and the same issue exists. Caller is seeking a different dealer to address the issue.

Caller wants a rental vehicle that is comparable to what he is driving. Caller states the fuel gauge goes down, the check engine light comes on, and the vehicle sputters.

Customer calls seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer.

Customer calling states they do have rental. States he was told to call

back once the vehicle was diagnosed. Customer states the fuel sending unit needs to be replaced and they expect to have the vehicle finished tomorrow. Writer called dealer 68904 spoke with Aaron who states the vehicle will be repaired tomorrow. Advised customer DCX will not provide rental assistance as is not covered by the warranty. Customer states if his vehicle is not repaired this time he will be filing for lemon law.

Customer Assistance Inquiry Record (CAIR)# 16278905

VIN	1D4GP24R1 6B [REDACTED]	Open Date	05/08/2007	Built Date	08/12/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	09/29/2006	Mileage	10,720	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45202	RUSHVILLE CHRYSLER JEEP DODGE, INC.			
Dealer Address	253 BUENA VISTA AVE				
Dealer City	RUSHVILLE	Dealer State	IN	Dealer Zip	46173
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RUSHVILLE IN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that head lights go on and off while driving
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Customer states when he drives vehicle the lights flash on and off. Customer states that this is the fourth time vehicle has been at dealer for this issue. Customer states that dealer has been unable to resolve the issue. Agent contacted dealer and spoke with Scott in service. Scott states they heard alternator squealing so the changed the alternator. Scott states that they have also replaced the battery. Scott states that he has only duplicated the dash lights flickering one time. Scott states that he has contacted STAR and they informed that he would have to duplicate the issue. Agent informed Scott of direct to dealer due to issue has been duplicated before and repairs have been performed. Scott understood. Agent informed customer that file has been sent to get all appropriate parties involved to get issue resolved and case manager will be contacting him. Customer requesting to have a van as a rental vehicle. Agent informed customer that contract would only pay \$35 a day. Customer understood.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Scott to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

REASSIGNED TO BC/DLR 42 45202 05/08/07 08:28 O 16278905
*Contact Date:05/09/2007
Service Manager at the dealership has updated the Cair# 16278905
An appointment has been set with the customer.

****D2D CASE MANAGER FOLLOW-UP**** Case Manager Don: Telephone: 7088

Writer contacted service manager Scot who advised has not been able to duplicate problem, items to check as recommended by STAR technical support have been tried with no problem found; so will be checking with zone technical service. Scot indicated has duplicated the interior lights dimming at one time, but no code was set. and only happened since. Scot will continue to try to repair vehicle as the owner is in a loaner vehicle.

Writer contacted owner who advised the lights went completely out and vehicle is in for the 4th time. Owner is happy with the dealer service effort, but owner is looking to have the vehicle repaired or replaced. Writer advised will continue to repair vehicle per terms of the warranty and provided directline as needed..dg2

REASSIGNED TO BC/DLR 42 45202 05/17/07 05:58 O 16278905

Writer contacted service manager Scott who advised front control module and pdc were replaced 5/16/07 as advised by technical support. Owner picked up the vehicle and was happy with dealer s service.

Writer contacted owner and left message with direct line as needed..dg2

Customer Assistance Inquiry Record (CAIR)#						16286160
VIN	1D4GP24R3	5B [REDACTED]	Open Date	05/09/2007	Built Date	05/04/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	06/08/2004	Mileage	60,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45343	ATLANTA CHRYSLER JEEP DODGE				
Dealer Address	5765 PEACHTREE INDUSTRIAL BLVD					
Dealer City	ATLANTA	Dealer State	GA	Dealer Zip	30341	
Owner	[REDACTED]			[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]			Home Phone	[REDACTED]	
	ATLANTA GA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight will not turn on.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Headlights will not turn on.

Owner calling with complaint about dealer 45343.
 Owner says that the headlights will not come on intermittently.
 Owner says that the headlamp switch was replaced 02/06 and this did not solve the concern.
 Owner alleges that she is being treated badly by the dealer.
 Owner says that she has been inconvenienced by this.
 Owner says that a CD player was ordered and the dealer told her to call back to check on it and she does not feel that she should have to do this.
 Agent advised owner that if she is unsatisfied with this dealer, she may want to get a second opinion from a different dealer.
 Owner says another dealer is further away, and she does want to lose that much time going to another dealer.
 Agent advised owner that her complaint is documented and gave her the file number.

Customer Assistance Inquiry Record (CAIR)#						16290044	
VIN	2C4GP44R9	5R [REDACTED]	Open Date	05/10/2007	Built Date	02/08/2005	
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	02/16/2005	Mileage	57,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP					
Dealer Address	100 WEST COLISEUM BLVD.						
Dealer City	FORT WAYNE			Dealer State	IN	Dealer Zip	46805
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone		
	CHURUBUSCO IN [REDACTED]				Country	UNITED STATES	

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Advised the customer of the incomplete recall.
Product - Electrical - Body Wiring - Other - Default	Customer states that she always gets shocked while getting into the vehic
Product - Brakes - Anti-Lock Brake System - Grabs or Pulls - Default	Customer states that the anti lock brake system doesn't work correctly.
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states that the doors sometimes lock themselves
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer states that the vehicle jerks some times.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that when using the turn signal that the headlights
Referral - Tier Two - Internal Escalation - Authorization - Default	tier two

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 assistance with the repairs
 How far out of warranty is the vehicle/repair by time and/or mileage?
 21000
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 no
 How many DCX vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 no
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer states that she has a 2005 town and country and she states that she has had an electrical system and the dealership can't duplicate the issue with the headlights. The customer states that sometimes when she turns on the right turn light it will sometime blow the other headlight and that the brakes are squeaking and that the sometime while driving the vehicle the anti lock brake system will kick in and cause the vehicle not to stop. Customer states that she is having issues with the vehicle

jerking and there is a light on in her instrument panel and she does not know what it is for. Customer states that the vehicle will shock you every time you get out of the vehicle and that doors lock by themselves some times. Agent will send customer up per RDD41 for further review. Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the electrical issues and the jerking in the transmission. Customer stated she has been to the dealer for these concerns in 2006 and the dealer could not duplicate the concerns. Customer is the original owner of the vehicle and is out of warranty by 21000 miles. Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer not sure what dealer she will go to.

Customer Assistance Inquiry Record (CAIR)# **16291209**

VIN	2C4GP54L5	5R	Open Date	05/10/2007	Built Date	10/22/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	02/22/2005	Mileage	29,600	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	44433	BONHAM CHRYSLER				
Dealer Address	1522 W SAM RAYBURN DRIVE					
Dealer City	BONHAM	Dealer State	TX	Dealer Zip	75418	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	BONHAM TX	Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer seeking number to another dealer in area.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights are working intermittently.
Corporate - Lost Customer - Default - Default - Default	Customer states she will never purchase another Chrysler.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the issue is not resolved.

Customer states the headlights on the vehicle are only working intermittently. Customer took vehicle to dealer and they could not duplicate the issue. Customer states she returned to the dealer a few days ago while the issue was occurring and they still have the vehicle. Customer states dealer has called and advised they can not duplicate the issue and there will not be a repair at this time. Customer concerned since she has to take a trip soon and the headlights do not always work. Called dealer 44433 and spoke with Ken, the Service Advisor. Ken advises the issue has not been duplicated. Advised Ken that the issue was occurring when the customer left the vehicle there. Ken advises that it will not occur for the technician. Customer disconnected while on hold. Customer states previous owner took her name and number and stated she would call her back after she spoke with dealer but has not called back yet. Customer is upset because dealer stated they could not duplicate her concern and she needs headlights fixed. Customer showed dealer the concern with headlights not working when vehicle was originally taken to dealer. Vehicle sat at dealer a few days before they even got to it and she had an appointment. Advised dealer was called and they stated that the issue did not occur for technician and it would have to occur for technician in order for concern to be resolved. Advised if issue is not occurring for dealer then they do not know what to replace if vehicle is not throwing off any codes. Customer states she will never purchase another Chrysler and she will tell everyone she knows not to as well. Customer seeking number to another dealer in area and agent provided customer number in McKinney. Advised concerns will be documented. Advised customer can call back to get appropriate parties involved for resolution of concern once she decides what dealer she would like to go to.

Customer Assistance Inquiry Record (CAIR)# 16294909

VIN	2C8GP54L9 5R [REDACTED]	Open Date	05/11/2007	Built Date	09/21/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	05/20/2005	Mileage	32,000	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	60068	LAKE NORMAN CHRYSLER JEEP DODGE			
Dealer Address	20700 TORRENCE CHAPEL RD				
Dealer City	CORNELIUS	Dealer State	NC	Dealer Zip	28031

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MONROE NC [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states she is having ongoing electrical issue.
Product - Electrical - Alternator/Voltage Regulator - Other - Default	Customer states the alternator was replaced.
Product - Electrical - Battery - Other - Default	Customer states the battery was replaced.
Product - Electrical - Unknown - Other - Default	Customer states the front control module was replaced.
Referral - Tier Three - Default - Default - Default	Tier three referral.

Customer states she is having ongoing electrical issue. Customer states when she drives her the dash lights come on and the lights flicker. Customer states when she is driving the vehicle makes a dinging noise. Customer states the dealership can not correct the issue. Customer states she does not want her vehicle anymore. Customer states she is working with dealer 60068. Agent contacted dealer and spoke with Jeremy. Jeremy states on 1-23-07 mileage 24648 head light switch was ordered due to the head lights and dash lights were flickering. Jeremy states the switch was put in a few days later and the customer then brought the vehicle right back for the issue. Jeremy states the IOD fuse was not in correctly and the battery terminal was lose. Jeremy states the battery terminal was tightened. On 2-13-07 25800mileage the vehicle was brought back in for the lights flickering and dinging Jeremy states the front control module was replaced. On 2-19-07 the instrument cluster was ordered. On 3-6-2007 the instrument cluster was put into the vehicle. On 4-5-2007 mileage 29102 the battery and alternator was replaced due to the lights flicking and dinging noise. Issue still exists.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Jeremy to inform that CAIR was being sent.
 CUSTOMER CONTACT INFORMATION: [REDACTED]
 #####

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 66 60068 05/11/07 16:09 O 16294909

Customer is calling in because no one has contacted her and the problem has not been resolved. Customer is stating the vehicle is stalling and lurching. She stopped at a traffic light and it died completely. Customer is concerned the vehicle is no longer safe to drive and asking why no one contacted her as of yet. Agent advised coach of issue. Customer advised to call cell number first, [REDACTED].

Customer states that she has never gotten a call back from an agent. Customer alleges that her vehicle has a stalling issue and that she never had a case manager assigned to her. Customer alleges that she was told that within 48 hours she would receive a call back from her case manager and that she has not. Agent informed the customer that this file number would be given to a supervisor for immediate attention of this issue. Customer alleges that she has already been told this before also and that she cannot believe that DCX has dropped the ball on her and are not calling her back. Agent informed the customer that her complaints have been documented for her.

Customer is calling to seek the status of her Case Manager. Agent consulted with ALS70 and advised customer Supervisor would be following up on the contact. Agent referred customer per ALS70 to her blue and white booklet. Customer stated she was going to follow up with the dealership on this issue.

D2D CASE MANAGER FOLLOW-UP Case Manager NAME: Robert Clark/
Telephone:248-944-7132*

6/1/07 Writer called the customer who advised that the vehicle is now stalling. Writer called the Service Manager Dennis and conferenced the customer in to make an appointment. Writer advised Dennis to get his DM and tech advisor involved. Both parties have my # to call for updates.

6/5/07 Writer called the customer who advised that her vehicle was dropped off on June 4th and she was placed into a rental vehicle. Owner has my direct number.

6/6/07 Writer called the Service Manager and left a message.

6/7/07 Writer called Dennis and left a message.

6/8/07 Writer called Dennis who advised that the BCM was installed and the vehicle has been fixed.

Writer called the customer and left a message advising of the update.

6/12/07 Owner called to advise that the vehicle stalled this passed weekend. Writer called Dennis and was told that he is in another meeting. Message left.

Dennis called to advise that the owner is going to drop the vehicle off tomorrow, receive a loaner and the dealer will review this with the DM and tech assistance on Thursday 6/14. Writer called the customer to advise.

*Contact Date:06/28/2007

Service Manager at the dealership has closed the Cair# 16294909

After review of the request for assistance, it was determined that assistance was not merited.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 6/28/2007 AT 07:40:989 R 16294909

Customer Assistance Inquiry Record (CAIR)#	16318513
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VIN	2C4GP54L4 5R [REDACTED]	Open Date	05/18/2007	Built Date	09/29/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	10/04/2004	Mileage	61,300	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68715	MARTIN CHRY-DODGE-JEEP INC			
Dealer Address	2280 WEST MONROE ROAD				
Dealer City	ALMA	Dealer State	MI	Dealer Zip	48801

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SHEPHERD M [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Headlight switch defective.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Customer is asking for reimbursement of the headlight switch.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 Twenty five thousand and three hundred.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 Yes.
 How many DCX vehicles has the customer owned including this vehicle?
 Four
 Is there warranty history related to the current concern?
 Yes.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes.
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer is calling to say that she had the light switch repaired back in 2005 where she had no headlights and had to turn them off and on before they would connect .Customer had to have the light switch repaired again and it cost \$110.00 for the repair. Part was broken and the dealership thought it may be a faulty part. Per SAT 40 tier two referral.Customer is asking for reimbursement of the repair.

Customer Assistance Inquiry Record (CAIR)# 16331347

VIN	1D4GP45RX 5B [REDACTED]	Open Date	05/23/2007	Built Date	04/26/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	05/25/2005	Mileage	28,080	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43951	EXECUTIVE DODGE AND JEEP OF	WALLINGFORD		
Dealer Address	406 SOUTH ORCHARD STREET				
Dealer City	WALLINGFORD	Dealer State	CT	Dealer Zip	06492
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NORTH HAVEN CT [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Body Hardware - Noisy - F. Door-Driver	clicking noise
Product - Electrical - Lamps and Switches - Defective - Default	pass sliding door
Product - Suspension - Unknown - Noisy - Front	reving/creaking
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	

BBB INQUIRY (BETTER BUSINESS BUREAU)
 CUSTOMERS LISTED ISSUES:
 Automatic passenger sliding door
 clicking in frt drivers door
 reving/creaking noise in frt end
 headlamps not working properly
 recall on windshield wiper motor
 howling sound under hood / Rack is leaking
 F10 WINDSHIELD WIPER MOTOR Complete
 If customer is still having problems - ref d to dealer.

Customer Assistance Inquiry Record (CAIR)# 16335474

VIN	2D4GP24R6 5R [REDACTED]	Open Date	05/24/2007	Built Date	08/16/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	06/16/2005	Mileage	26,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43117	GANLEY DODGE WEST INC			
Dealer Address	15200 LORAIN AVE				
Dealer City	CLEVELAND	Dealer State	OH	Dealer Zip	44111
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SHEFFIELD LK OH [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light has come on before.
Product - Suspension - Unknown - Other - Front	Customer states the entire front end has been replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the lights went out in the car while on the highway.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 CDJ dealer 43117
 Customer calling in stating that Chrysler has been really great for the financial end of the vehicle, but the service work that has been needed has been to much. She then stated that there have been issues with the electrical components in the vehicle, and the front end has been replaced also. She then stated she contacted the dealer about the newest issue with the lights not working on the vehicle, and stated she informed the dealer that she no longer wants this vehicle and would like to trade it in for another vehicle. She then stated that her service advisor informed her that he would have his service manager contact her on Monday to talk about getting a trade in on the vehicle. She stated that her husband and her took the day off on Monday to trade in the vehicle, but she stated the dealer did not call her at all on Monday. She then stated that she contacted the dealer twice, and she was transferred all over service, but was unable to speak to anyone who could help her. She stated that she always ended up being transferred to someone s voicemail. She then stated that she would like to work with another dealer and Chrysler about getting her vehicle replaced with another vehicle. Agent then consulted with LGP14 who stated that the agent will need to contact the dealer to make sure how many days the vehicle was down. Agent then contacted the dealer the customer would be taken the vehicle to for service work (dealer 52699), and spoke with Jim young the service manager. Agent informed Jim of the issues the customer has been having, and her request for a replacement vehicle. Agent then advised Jim that a direct-to-dealer would be sent. Agent then informed the customer that a file is being sent to the dealer and to Chrysler to get higher parties involved with the issues she is having with the vehicle. Agent also informed the customer

that a case manager would be assigned to this file to do a follow up with her on what is going on with her vehicle. Agent then advised the customer to contact the dealer to make another appointment. She then stated she had to go, and released the call.

Agent then contacted dealer 43117 and spoke to Scott in service who advised me the vehicle had been to the dealer three times for three different issues. He then provided the following information:

3/15/07 at 23,275 miles the dealer replaced the front end tie rods, and the vehicle was down for 2 days

8/31/06 at 16,747 miles the dealer replaced the window vent motor and the ignition sentry key, and the vehicle was down for 1 day

7/17/06 at 15,182 miles the dealer replaced the clock spring for an air bag light coming on, and the vehicle was down for 1 day.

Agent then contacted dealer 45237 and spoke to Howard in service who stated the vehicle had only been into his dealer one time for a recall and module replacement on 2/27/06 at 8,767 miles for 1 day total.

DIRECT-TO-DEALER (Code=1A)

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Jim Young to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED] 4

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REASSIGNED TO BC/DLR 42 43117 05/24/07 11:17 O 16335474

*Contact Date:05/29/2007

Service Manager at the dealership has closed the Cair# 16335474

After repeated attempts the dealer was unable to contact this customer. CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 5/29/2007 AT 01:29:216 R 16335474

*****D2D CASE MANAGER FOLLOW-UP***** Case

Manager:Mayone:Telephone:(248)944-7103

5/30/07 - Writer contacted dealership and spoke with Service Advisor, Scott, Scott advised writer the owner called sometime last week and complained the airbag light is on and the headlights operate intermittently while driving. Scott stated the owner scheduled an appointment for 5/21; however, they never showed for the appointment.

5/30/07 - Writer contacted owner and left a voicemail message including writer's name and direct number for contact.

Customer Assistance Inquiry Record (CAIR)# **16336064**

VIN	1D4GP24R1	5B [REDACTED]	Open Date	05/24/2007	Built Date	04/26/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	01/17/2005	Mileage	22,941	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	51016	AUTOWAY DODGE				
Dealer Address	19400 U S HIGHWAY 19 NORTH					
Dealer City	CLEARWATER	Dealer State	FL	Dealer Zip	33764	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CLEARWATER FL [REDACTED]			Country	UNITED STATES	

Product - Fuel System - Carburetor /Throttle Body - Other - Default | Customer needs a Throttle body.

Purchased New or Used? NEW
 If Used, date purchased? 01/17/05 Mileage? NA
 From whom did customer purchase used vehicle?AUTOWAY DODGE
 Customer states that he has a complaint. Customer states the vehicle has been to the dealership and he was told that he needs throttle body and headlight switch, which was replaced last year. Customer states the headlight switch is being covered under warranty. Customer states that the dealership is charging him for the throttle body. Customer state the vehicle has been in an out of the dealership. Customer is not happy with this vehicle. Agent contacted the dealership and the service manager was in a meeting. Agent offered the customer a call back.
 Agent the dealership and spoke with Trever assist service manager, he advised the that gas pedal was sticking and it needs a throttle body service which is maintance. Agent contacted the and advised that the reason he was being charged is the dealership needs to do a throttle body service not replacing the throttle body. Customer is irate. Customer states that he has had nothing but issues with the vehicle. Customer states that he feels the vehicle should not have to be having all the issues he has with the vehicle. Customer understands that he needs a throttle body service, customer just don t believe he needs one this early. Agent advised the customer his concerns will be documented.

Customer Assistance Inquiry Record (CAIR)# 16352553

VIN	2D4GP44L0	5R [REDACTED]	Open Date	05/30/2007	Built Date	02/12/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	05/03/2005	Mileage	38,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45234	IRON TRAIL CHRYSLER				
Dealer Address	1301 S. 17TH STREET					
Dealer City	VIRGINIA			Dealer State	MN	Dealer Zip 55792
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	EVELETH MN [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer claims headlights go out while driving.
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Purchased New or Used? new
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle? Na
 Customer is having issues with headlights going out. Customer claims has taken vehicle to dealership several times for issue and is unable to repair. Agent contacted dealership 44351 spoke to Butch, service advisor. Butch provided service history for issue. 12/19/05 12,405 miles light switch was replaced. 02/01/06 13,878 miles front control module was replaced. Agent called dealership 45234 spoke to Shawn. Shawn advised only issue in dealership was for 12/12/06 32,000 miles and was unable to duplicate issue. Agent advised Shawn direct to dealer was being sent. Agent advised customer is sending information to dealership and all appropriate people will get involved. Referred customer to dealership to try to get issue duplicated and diagnostic.
 \$\$\$\$ DIRECT-TO-DEALER Code=4A \$\$\$\$
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 This Direct-to-Dealer CAIR is being sent for the following reason:
 Unresolved vehicle concern. Please update this CAIR as required.
 Agent called dealer and spoke to Shawn to inform that CAIR was being sent.
 \$
 REASSIGNED TO BC/DLR 74 45234 05/30/07 14:00 O 16352553
 070607 repairs completed and returned to customer.
 Owner satisfied.

Customer Assistance Inquiry Record (CAIR)#**16356971**

VIN	2C8GP44R7	5R [REDACTED]	Open Date	06/16/2007	Built Date	09/27/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/24/2006	Mileage	27,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	44396	KASPER CHRYSLER DODGE JEEP				
Dealer Address	2206 CLEVELAND RD					
Dealer City	SANDUSKY	Dealer State	OH	Dealer Zip	44870	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	BELLEVUE OH [REDACTED]	Country	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Other - Default	ABS was replaced.
Product - Brakes - Pads/Shoes - Other - Unknown	Customer states brake pads were replaced.
Product - Brakes - Unknown - Other - Unknown	Customer states brake rotors were replaced.
Product - Brakes - Disc Brake Assy/Calipers - Noisy - Unknown	Customer states brakes were replaced.
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Dealer had to realign dash because heat was not working.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Misaligned / Poor Fit - Instrum't Panel-G. Box	Dealer had to realign dash because heat was not working.
Product - Steering - Unknown - Noisy - Default	For noise in power steering a TSB will be performed.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Impact sensors are being replaced.
Product - Brakes - Master Cylinder - Other - Default	Master cylinder was changed.
Product - Suspension - Torsion / Sway Bars - Noisy - Unknown	Sway bar links and bushings will be replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The air bag light came on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The headlight switch was replaced due to it not working.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	The left window motor was replaced.

Duplicate, please refer to CAIR #16027640

Customer Assistance Inquiry Record (CAIR)# 16371853

VIN	2C4GP44R9 5R [REDACTED]	Open Date	06/05/2007	Built Date	09/18/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	12/21/2004	Mileage	41,000	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	65636	COON RAPIDS CHRYSLER JEEP, INC			
Dealer Address	10541 WOODCREST DRIVE				
Dealer City	COON RAPIDS	Dealer State	MN	Dealer Zip	55433

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MINNEAPOLIS MN [REDACTED]	Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that her air bag light is on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights will not come on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with the cost of these repairs.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 5000 miles out or
 In by time (12/21/07)
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 Yes
 How many DCX vehicles has the customer owned including this vehicle?
 Four
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? CDJ dealer.
 Customer states she is having an issue with her airbag light coming on, headlights will not work (dealership will cover the cost of repairing the headlights), and the brake light is on. Customer seeking assistance with the cost of these repairs.
 Customer transferred to the internal Tier 2 escalation line for further review of concern.
 Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer seeking assistance with the cost of the repairs to the air bag light and the brake light. No prior repairs to

these concerns. Customer working with dealer 65636 regarding these concerns. Agent called dealer 65636 and spoke with Jerry-service manager. Jerry verified diagnostic information. The front and rear pads need to be replaced. The left a right front impact sensors need to be replaced. The headlamp switch needs to be replaced. Dealer used their dealer self authorization(DSA) for the headlamp switch repair due to a prior concern at 18,000 miles. Agent inquired if dealer would be willing to use their DSA for the sensor repair. Dealer agreed with the customer responsible for a \$50.00 co-pay. Dealer will not assist with the pads, they are maintenance. DCX will agree, no assistance for the pads. Agent informed customer of information. Customer grateful. Customer inquiring if extended warranty can be purchased. Informed customer service contracts can be purchased. Referred customer to the sales department of the dealership.

Customer Assistance Inquiry Record (CAIR)#						16378620
VIN	2D4GP44L3	6R [REDACTED]	Open Date	06/06/2007	Built Date	08/24/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT		
In Service Dt	09/28/2006	Mileage	31,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60175	MORAN ST. CLAIR CHRYSLER JEEP	DODGE			
Dealer Address	1250 S CARNEY DR					
Dealer City	SAINT CLAIR		Dealer State	MI	Dealer Zip	48079
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ALGONAC MI [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default | Customer states the headlights only work sometimes.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 N/A
 Customer alleges that he was driving and there was a loud boom. Customer alleges that the glass shattered while he was driving but remained in place. Customer alleges the police came and looked at the glass. Customer states the police never found anything that damaged the glass. Customer states the dealership sent him to his insurance company concerning the glass. Customer alleges also that he is having issues with the headlights going on and off. Customer alleges the dealership cannot duplicate the headlight issue.
 Agent attempted to contact the dealership and speak with someone. Agent was not able to speak with anyone but left a message with Bruce the Service Manager seeking a call back.
 Agent informed the customer that a message was left with the Service Manager and that once agent gets information from dealership that the file will be forwarded to the dealership. Agent informed the customer that this file will go to the Service Manager and the Business Center to get some other parties involved and to get a case manager tracking this for him. Agent gave reference number and offered a call back.
 Agent called the dealership and spoke with the Service Manager, Bruce. Bruce states that he has the customer in the system but cannot pull any history for some reason. Bruce stated that he does remember this customer and said it seems that this was an issue with the headlights that they could not duplicate this issue. Bruce was having technical issues getting the history to load. Bruce offered the agent a call back. Agent gave contact information seeking call back.
 Bruce contacting agent to speak with CEC52. Bruce does have extension to agent. Agent transferred Bruce to CEC52 s email.
 Agent called dealership back and was transferred to Bruce the Service Managers voice mail. Agent informed Bruce on his voice mail that agent only needs to verify if the customer has had history of headlight issues with them. Agent called back and was able to speak with Bruce directly. Agent informed Bruce that agent just needed to know if there was a history of headlight issues. Bruce stated there was just one and it was

one that could not be duplicated at all. Agent informed Bruce that a direct to dealer cair would be sent out if the customer is still seeking to follow up with the dealership. Bruce did verify that the customer has not contacted them for an appointment yet.

Agent contacted the customer on 6-12-07 at 1:00 on the customer s home phone. Customer states that he will be taking the vehicle but he was hoping to catch the headlights doing it when he took it in. Customer did state he will make an appointment and that agent can send the file.

DIRECT-TO-DEALER Code=1A

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Bruce the Service Manager to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

REASSIGNED TO BC/DLR 42 60175 06/12/07 13:07 O 16378620

Dealer was able to duplicate the concern. Dealer replaced the headlight switch, and is to advise dealer if it act s up. Dealer has not heard from the owner. DM closing the file.....rrb30

Customer Assistance Inquiry Record (CAIR)# 16382618

VIN	1D4GP45R7 5B [REDACTED]	Open Date	06/07/2007	Built Date	03/12/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	11/06/2004	Mileage	39,400	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68638	COMMERCE CHRYSLER DODGE JEEP INC			
Dealer Address	2377 HOMER ROAD				
Dealer City	COMMERCE	Dealer State	GA	Dealer Zip	30529
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	COMMERCE GA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer seeking assistance with repair.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repair.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance in headlamp switch repair.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 out by 3,400 miles, in by time.
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 yes
 How many DCX vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle?
 NA
 Customer seeking assistance with repair on a headlight switch.
 Vehicle is out of warranty by 3400 miles in by time.
 Vehicle has no service contracts.
 Customer is original owner of the vehicle no other DCX vehicles.
 There is no warranty history on the repair.
 Transferred customer to Tier 2 for further assistance.
 Per ADA22.
 Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner of only this vehicle seeking assistance in the cost of repairing the headlamp switch. Vehicle has no service contracts and no previous repairs. Agent contacted the dealership and

spoke with Gary, service manager. Gary states warranty v

Parts: \$32.55

Labor: \$22.14

Diagnostic: \$42.50

Mileage: 39,324

Total: \$97.19

As a one-time goodwill gesture, DaimlerChrysler will cover \$47.19 of the repair. Customer will be responsible for a co-pay in the amount of \$50.00. Agent entered PA.

Customer Assistance Inquiry Record (CAIR)# 16383392

VIN	2C4GP54L0 5R [REDACTED]	Open Date	06/11/2007	Built Date	08/06/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	09/16/2004	Mileage	50,000	Dealer Zone	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	BLOOMINGTON IL [REDACTED]	Country	UNITED STATES

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall G09.
Product - Body / Trim / Paint Finish - Sheet Metal - Corrosion/ Rusted - Unknown	Customer states that the vehicle has rust all over.
Product - Cooling System - Water Pump / Thermostat - Defective - Default	Customer states that the water pump was replaced.

**** EMAIL BRIEF DESCRIPTION CONTENT ****
 Unsatisfied with our 2005 Town and Country
 **** END EMAIL BRIEF DESCRIPTION CONTENT ****

Purchased New or Used? Used
 If Used, date purchased? 08.30.2005 Mileage? 29,100
 From whom did customer purchase used vehicle?
 CDJ dealer

*****BEGIN EMAIL*****
 We purchased this 2005 Town and Country under 2 years ago and have seem to have all sorts of issues with it. So far I have had to replace my EGR vavle and water pump. I have also been told I need to replace my sway bar bushings and links and my passenger power sliding door does not operate anymore. The headlights don t turn on all the time, you have to keep going back and forth to get the to turn on, and then they shutoff while driving. You can tell the front window motors are slowly dieing since each week they get more sluggish. I have had Honda s and Ford s and never had these issues. I liked the features of this van and thought Chrysler had quality vehicles. This will probably be the last Chrysler vehicle I will ever own. [REDACTED]

*****END EMAIL*****
 *****BEGIN RESPONSE*****

Dear [REDACTED]
 Thank you for contacting the Chrysler Group Customer Assistance Center regarding the issues with your vehicle.
 We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.
 Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.
 We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
 Thank you again for your email.

*****END RESPONSE*****
 *****BEGIN EMAIL*****

I have noticed small spots of rust all over the vehicle, just about all

the panels have some rust. From what I understand there is a rust warranty for 5 year/100000 mile. Is the rust that I have covered by this warranty and how do I go about getting this fixed? Ray Alvarado

*****END EMAIL*****

*****BEGIN RESPONSE*****

Dear Raymond:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the rust on your vehicle.

The perforation warranty is a 5-year or 100,000-mile Outer-Panel Rust-Through Limited Warranty that covers the cost of all parts and labor needed to repair exterior sheet metal panels if perforated by corrosion.

The dealership will have to diagnose the vehicle to see if the perforation warranty applies to the rust on your vehicle.

Also, our records indicate that the following recall campaign have not been performed by an authorized DaimlerChrysler dealer.

Recall Campaign #G09 - IMPACT SENSOR

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

*****END RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# 16391853

VIN	1D4GP24R2 5B [REDACTED]	Open Date	06/11/2007	Built Date	05/17/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	05/21/2004	Mileage	67,000	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	26355	EMPIRE CHRYSLER DODGE JEEP			
Dealer Address	2000 US 421 B				
Dealer City	WILKESBORO	Dealer State	NC	Dealer Zip	28697
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	YADKINVILLE NC [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	Customer alleges that the interior lights and headlights are flickering.
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Purchased New or Used? Used
 If Used, date purchased? Mileage? 20,000
 From whom did customer purchase used vehicle? CDJ dealer
 Customer alleges that the interior lights and headlights are flickering.
 Customer states that she has had the vehicle to three different dealership. Customer claims that there is not a diagnoses made on the vehicle. Agent consulted with ALS70. Advised the customer that there is nothing that can be done until there is a diagnoses. Customer states that she wants to speak to someone above me. Agent advise customer that agent is empowered by DCX to make decision regarding customers concerns and question. Agent advised that anything she does outside DCX is at her discretion. Customer disconnected.
 Customer seeking to speak with Supervisor. Agent reviewed information about what is going on. Agent informed customer to continue to work with the dealerships and suggest a contact to the STAR.

Customer Assistance Inquiry Record (CAIR)# **16392040**

VIN	2C4GP44R3	5R [REDACTED]	Open Date	06/11/2007	Built Date	08/17/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	05/31/2005	Mileage	29,000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60096	ANCIRA 281 NORTH CHRYSLER JEEP,	LTD.			
Dealer Address	24000 281 NORTH					
Dealer City	SAN ANTONIO		Dealer State	TX	Dealer Zip	78258
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CANYON LAKE TX [REDACTED]				Country	UNITED STATES

Product - Electrical - Electronic Vehicle Security - Complete Failure - Default	Customer alleges that the electronic vehicle security remote not working.
Product - Electrical - Lamps and Switches - Other - Default	Customer alleges that the headlights is not working.

Purchased New or Used? New
 If Used, date purchased? NA Mileage?
 From whom did customer purchase used vehicle? CDJ dealer
 Customer states that the headlights and the electronic vehicle security remote is not working. Referred customer to take vehicle to local dealership for diagnoses of the issue.

Customer Assistance Inquiry Record (CAIR)#	16404842
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VIN	1D4GP24R4 5B [REDACTED]	Open Date	06/14/2007	Built Date	09/03/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	09/21/2004	Mileage	80,000	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44402	HENDRICK DODGE			
Dealer Address	81 MACKENAN DRIVE				
Dealer City	CARY	Dealer State	NC	Dealer Zip	27511
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FAYETTEVILLE NC [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the switch needs to be replaced in the headlights.
Referral - Tier Two - Internal Escalation - Authorization - Default	Referred to Tier Two for further review.

Purchased New or Used? used
 If Used, date purchased? 6-2-05 Mileage? 25000
 From whom did customer purchase used vehicle?
 dealership
 Customer alleges that he has had problems with the headlights in the vehicle. Customer states that the headlights would not come on the past two days. Customer alleges that he could not get them to turn off the day before. Customer states that the PCM and the module in the computer where replaced to correct the issue but that did not correct the issue. Customer alleges that he paid for these repairs. Customer states that he dealership now is stating that the switch needs to be replaced and the customer is seeking assistance with this repair.
 Customer transferred to the internal Tier 2 escalation line for further review of concern per DJC104.
 ****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Customer is seeking assistance with the repair to the headlight switch. How far out of warranty is the vehicle/repair by time and/or mileage?
 44000 miles not by time
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 no
 How many DCX vehicles has the customer owned including this vehicle?
 two
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 yes

****End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the headlamp switch. Customer s vehicle is at dealer 44402. Customer is the second owner of the vehicle and there were no prior issues in warranty. There is not any service contracts. Customer is out of warranty by 44000 miles. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired.

Customer Assistance Inquiry Record (CAIR)# 16415609

VIN	2C4GP54L9 5R	Open Date	06/18/2007	Built Date	03/20/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	04/27/2004	Mileage	52,601	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	45315	CHUCK CLANCY CHRYSLER DODGE JEEP	OF CARTERSVILLE LLC
Dealer Address	567 E MAIN ST		
Dealer City	CARTERSVILLE	Dealer State	GA
		Dealer Zip	30121

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	TAYLORSVILLE GA	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Dealership advised that the vehicle will need a multi function switch.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Inquiring about assistance.
Referral - Tier Two - Internal Escalation - Authorization - Default	Referred to Tier Two for Goodwill Assistance.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Goodwill Assistance with the repair of his headlights.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 16,000
 2 Months
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 No
 How many DCX vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Purchased New or Used? USED
 If Used, date purchased? 6/27/05 Mileage? 17000
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer advises that he has been trying for more than 25000 miles to work out an issue with his headlights where they will intermittently work. Customer has been trying to work this issue with his dealership. Agent conferred with CST6. Agent is referring customer to Tier Two for goodwill assistance with headlight repair.
 Agent received transfer Second owner of vehicle seeking assistance with repair of the head lights. Customer advised that the head lights intermittently do not come on or they flicker while on. Customer claims that the vehicle was brought into dealership twice under warranty. The

dealership was unable to duplicate the issue under warranty. Customer advised that dealership claims that there is no record of the second visit. Basic warranty expired on 04/27/2007. There are no service contracts on the vehicle. The vehicle is currently at dealership 45315. Dealer has advised that the vehicle needs a multi function switch. Customer is working with Chip, service advisor. Agent contacted dealership 45315 and spoke with service advisor, Chip. The vehicle is not brought in regularly for service or maintenance . The vehicle was last in for this concern in July of 2006. Chip verified that dealership could not duplicate the issue. Call was transferred to service manager, Allen. Dealership is not opposed to assistance at warranty costs. Due to the amount of mileage that the vehicle is outside warranty agent is inclined to assistance with a parts/labor split only. Warranty costs are as follows:

Parts: \$42.35

Labor: \$100.80

Total: \$143.15

As a one-time goodwill gesture, DaimlerChrysler will cover \$43.15, parts of the repair. Customer will be responsible for a co-pay in the amount of \$100, the labor of the repair. Customer was advised of offer. Dealer was advised of PA. Agent entered PA. UN03711570618.

Customer was not fully satisfied with the offer. Customer was advised that this is the final offer of assistance. Customer was advised that the offer will stand for 30 days if he would like to think about the repair.

After the 30 days the offer will be void. Customer under stood. Dealer was advised that customer is thinking about the offer.

Customer contacted DCCAC and inquired if the \$100.00 copay amount could be lowered any more. Agent advised customer that it could not and would not be lowered any more additionally. Agent informed the customer that this would be the final offer and this is the final decision on it.

Customer inquired if there was anyone else at DCX that he could talk to about lowering the copay. Agent advised the customer that there was not. Customer stated that this was very wrong. Customer asked what needed to be done to heve the repair done. Agent advised that he needed to authorize the repair and then when the vehicle was ready to pay off the copay before receiving the vehicle. Customer was told that he needed to also inform the dealership that he was authorizing the repair to be done with the dealership. Agnet contacted Chip and made him aware of the customer authorizing the repair.

per the terms of his contract a deductible per repair/visit is required.

Agent provided the number for service contracts and advised customer to contact that number to discuss his deductible.

Caller states that he has been having an ongoing issue with his headlights coming on and going off by themselves. Dealership cannot duplicate the issues. Customer was advise of recall and the dealership would need to duplicate the issues in order to solve the electrical issues. Customer released the call before agent could refer to their blue and white booklet.

DSM: Spoke to the service manager who advised the vehicle has operated as designed everytime the vehicle has come into the store. States the last time it was in, they inspected it for more than 3 hours and the headlights operated perfectly. There were MIL codes stored in the system, so they returned the vehicle to the owner. The owner has been advised the vehicle concern must be verified before a repair can be made. The vehicle will be repaired per the terms of any remaining warranty./mc78

Customer Assistance Inquiry Record (CAIR)#	16419079
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VIN	2D4GP44L3 5R [REDACTED]	Open Date	06/19/2007	Built Date	08/31/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	12/22/2004	Mileage	63,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	26767	CROSSROADS CHRYSLER JEEP DODGE			
Dealer Address	4510 WHITEHILL BLVD				
Dealer City	PRINCE GEORGE	Dealer State	VA	Dealer Zip	23875
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	DINWIDDIE VA [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer advised agent dealer charged customer excessive cost.
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Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? CDJ
 Customer states the bill he received on a fuse out for the radio.
 Customer was charged 89.00 for the labor. Customer advised agent he was charged for diagnostic fee for dealer checking the vehicle for head light concern. Customer advised agent he is not satisfied with the excessive service charge. Customer states dealer checked the head light and padded the issue. Customer states he is not happy dealer charge him for the diagnostic. Agent advised customer dealer can charge for diagnostic. Advised customer his concerns have been documented.

Customer Assistance Inquiry Record (CAIR)#	16420691
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VIN	2C4GP44R6 5R [REDACTED]	Open Date	06/19/2007	Built Date	05/28/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	10/24/2005	Mileage	15,000	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	43519	DESERT CHRYSLER JEEP DODGE			
Dealer Address	4701 WEST SAHARA				
Dealer City	LAS VEGAS	Dealer State	NV	Dealer Zip	89102

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED] PL	Home Phone	[REDACTED]
	LAS VEGAS NV [REDACTED]	Country	UNITED STATES

Product - Electrical - Body Wiring - Other - Default	Customer having problems with the lights.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with brake and light repair.
Product - Brakes - Unknown - Other - Unknown	Customer states brakes sound like metal.

Purchased New or Used? new
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 Customer calling to complain about the dealer 43519 not doing there job.
 Customer states that the dealer will not fix her lights or brakes. Agent contacted dealer and spoke with Jim. Jim informed the agent that they have not been able to duplicate the problem with the lights. Customer released the call before agent could refresh.
 Customer states that the phone accidentally disconnected. Agent advised customer of the information provided by Jim to agent TY44. Customer states that the lights go out while she is driving and the brakes hiss.
 Customer states that she has been to the dealership a few times for the repairs. Agent contaced dealer 43519 and spoke to Service Advisor Brad to get repair attempts for the vehicle.
 02/19/07 13020 front brakes repaired
 05/25/07 15336 head lights do not always come on. unable to duplicate.
 Customer states that she had the vehicle in to the dealership a few weeks ago for an oil change and had mentioned the issue with the brakes again. Agent will contact the dealership back to get more detailed information from the Service Manager. Agent offered customer a call back and customer accepted. Customer left contact number [REDACTED].
 Agent contacted dealer 43519 and spoke to the Service Manager Jim to get the repair attempts for the vehicle. Jim advised that the repair information provided by Brad is all correct. Jim advised that the repair to the brakes was a basic repair due the brakes showing normal wear and tear and being in need of replacement.
 ****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Customer seeking assistance with brake and light repair.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 3,000
 Is there a service contract on this vehicle that would cover the repair?

no

Is the customer the original owner of this vehicle?

yes

How many DCX vehicles has the customer owned including this vehicle?

1

Is there warranty history related to the current concern?

no

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

yes, 43519

****End structured narrative CL - GOODWILL ESCALATION

Agent contacted customer on her given contact number at 1:02 p.m on 06/20/07 to advise that she would be transferred for further review. Customer transferred to the internal Tier 2 escalation line for further review of concern, per TLG64.

***Received internal transfer. Customer states that vehicle vehicle appeared to have to a loss of braking power when attempting to make a right turn. Customer also states that vehicle has concern with lights intermittently shut off.

Contacted dealership and spoke to Service Manager John. John was unable to locate information or determine if vehicle was more resently examined and stated that he would call writer back once he has reviewed record.

Advised customer of this. Customer stated that this is unacceptable.

Customer stated that she would seel vehicle and contact an attorney.

Customer states that she went to the dealer and spoke to the general manager, Jim, he got with the service manager and agreed that this was an issue that the dealer should look into. The general manager put the customer in a loaner/rental vehicle and kept her vehicle to look into her issue.

Customer Assistance Inquiry Record (CAIR)# 16423042

VIN	2C4GP54L1 5R [REDACTED]	Open Date	06/20/2007	Built Date	03/21/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	11/14/2005	Mileage	26,600	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	45202	RUSHVILLE CHRYSLER JEEP DODGE, INC.
Dealer Address	253 BUENA VISTA AVE	
Dealer City	RUSHVILLE	Dealer State IN Dealer Zip 46173

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BEECH GROVE IN [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlamp not working correctly.
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Purchased New or Used? New
 Customer calling because he has recurring issue with front left headlight going on and off. Customer states wiring harness and headlight control module has been replaced and issue still occurs. Dealer will not work in vehicle until customer contacts dcx so dealer can get further assistance in diagnosing issue. Writer contacted dealer 45202 Scott. Scott states he has not been able to diagnosis condition. Scott states wiring harness has been changed at dealer but a different dealer changed module.
 ##### DIRECT-TO-DEALER (Code=1A) #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
 Agent called dealer and spoke to Scott to inform that CAIR was being sent.
 CUSTOMER CONTACT INFORMATION: [REDACTED]
 #####
 REASSIGNED TO BC/DLR 42 45202 06/20/07 09:25 O 16423042
 *Contact Date:06/21/2007
 Service Manager at the dealership has updated the Cair# 16423042
 An appointment has been set with the customer.
 06/25/2007 Owner has had at 23,030 miles & FCM (front module) replaced. Dealer was unable to further duplicate/replicate Owner issue after last repairs. Advised without duplication no further suggestion of repair attempts should be warranted.
 6/25/07 DM spoke with Scott. Scott states they have not been able to duplicate owners concern since last repair. Without duplication, further repairs cannot be made to vehicle. Need to verify owners concern.
 06.25 Spoke with owner and apologized but reiterated Chrysler will not fix if it can not be duplicated.
 D2D case manager, Marvin 248-944-7034.
 2 dealers have seen vehicle but replication is mainly concern.

Customer Assistance Inquiry Record (CAIR)# 16428687

VIN	1D4GP24R6 5B [REDACTED]	Open Date	06/21/2007	Built Date	06/02/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	06/02/2004	Mileage	63,726	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44703	NEOSHO CHRY-PLYM-DODGE-JEEP INC			
Dealer Address	180 SOUTH HIGHWAY 71				
Dealer City	NEOSHO	Dealer State	MO	Dealer Zip	64850
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	PINEVILLE MO [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights inoperative.
Corporate - Recall - Default - Default - Default	Inquiring about incomplete recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with headlights repair.

Purchased New or Used? Used
 If Used, date purchased? 10/31/06 Mileage? Unknown
 From whom did customer purchase used vehicle? other dealer
 Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.oCustomer states that the headlights blink when driving. States he contacted the local dealer and they referred him to DCCAC. States that he looked in the owners manual and did not see anything that pertained to this. Inquiring what DCX can do to have this issue repaired. Due to safety concern, transferred customer to tier two for further review.
 ****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Seeking assistance with head lights repair.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 Out of warranty by 27,000 miles and 2 weeks
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 No
 How many DCX vehicles has the customer owned including this vehicle?
 1 used
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 No

****End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer seeking assistance with the cost to repair the head light concern. Customer is the second owner of one DCX vehicle, no service contracts, and no previous repairs. Customer went to the dealer yesterday, but they referred him to call DCCAC. Agent called dealer 44703(417-451-3232) and talked to Ryan the Service Manager. Ryan states the customer did not have a diagnosis, but does not mind assistance being offered after a diagnosis due to it being a safety concern.

Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

Agent will reset follow up date for 06/26/07 as the customer has not called back with a diagnosis.

Customer seeking update on case. Customer alleges he has a diagnosis. Agent transferred customer to GWH29 extension. Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge or Jeep dealer to schedule an appointment to complete recall repair.

Customer states he did get diagnosis on vehicle. They advised the headlight switch needs replaced. Customer is seeking assistance with repairs.

Agent consulted with AMM97 and transferred back to tier two for review.

Customer is seeking any assistance DCCAC is willing to provide.

Agent called Dealer 44703, and spoke with Ryan the Service Manager.

Parts:\$32.55

Labor:\$21.00

Vehicle mileage is 63726.

As a one-time goodwill gesture, DaimlerChrysler will cover \$32.55 of the head light switch repair. Customer will be responsible for a co-pay in the amount of \$21.00.

Agent entered PA.

Customer Assistance Inquiry Record (CAIR)# **16453767**

VIN	2C4GP44R0	5R [REDACTED]	Open Date	06/28/2007	Built Date	09/23/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	10/02/2004	Mileage	45,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67508	RIVER OAKS CHRYSLER JEEP INC				
Dealer Address	17225 TORRENCE AVENUE					
Dealer City	LANSING	Dealer State	IL	Dealer Zip	60438	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CROWN POINT ID [REDACTED]			Country	UNITED STATES	

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Customer knew about the recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head light switch will not work and lights will just go off.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with the cost of the head light switch.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 9000 miles out or 7 months out by time
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 Yes
 How many DCX vehicles has the customer owned including this vehicle?
 Two
 Is there warranty history related to the current concern?
 Yes
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? CDJ dealer.
 Customer seeking assistance with replacing the switch for the head lights. Customer said this vehicle has had this issue ever since he has owned it and the dealership could not diagnose today they found the issue and the vehicle is out of warranty.
 Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
 Customer transferred to the internal Tier 2 escalation line for further review of concern. per CDC45.
 Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the head lamp

switch. Customer had the vehicle to the dealer 67508 before while under warranty and the issue was just now found. Customer is the original owner of two vehicles and is out of warranty by 9000 miles. Agent called dealer 67508 and spoke with Ryan and the head lamp switch does need replaced. Ryan stated the vehicle has been there for the issue and they did just now duplicated the issue. Ryan is fine with us assisting and stated he is a good customer. Ryan stated warranty costs is as follows.

Parts:\$32.50

Labor:\$24.00

Total:\$56.50

Mileage:45304

As a one-time goodwill gesture, DaimlerChrysler will cover the repair at \$56.50. Agent gave the file number. Agent informed the customer of the offer and customer was pleased. Customer knows of the recall and is being performed. PA entered.

Customer Assistance Inquiry Record (CAIR)#						16457397	
VIN	1A4GP45R5 6B [REDACTED]	Open Date	06/29/2007	Built Date	09/16/2005		
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY			
In Service Dt	11/28/2005	Mileage	30,000	Dealer Zone	74	DENVER	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US		
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68978	LUTHER BROOKDALE CHRY-JEEP					
Dealer Address	8188 BROOKLYN BLVD						
Dealer City	BROOKLYN PARK			Dealer State	MN	Dealer Zip	55445
Owner	[REDACTED]			Contact Type	TELEPHONE		
Address	[REDACTED]			Home Phone	[REDACTED]		
	BROOKLYN CENTER MN [REDACTED]			Country	UNITED STATES		

Product - Engine - Unknown - Other - Default	Customer has engine issue.
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Purchased New or Used? NEW
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer states that her vehicle was brought in to dealership 5 times for electrical problems. Customer states the radio would cut out, the air bag dash light would stay on, the headlights would cut out. At a later date, it was brought in again because it smelled like antifreeze and there were still electrical problems. Four weeks after that, the vehicle started making a loud noise and no lights come on. Customer states the dealership found there was no oil in the vehicle and that was causing the loud noise. Customer believes the dealership did not fix her electrical issues because her oil light did not come on. Dealership told customer that they need receipts or logs of the oil changes to prove that proper maintenance has been performed. Dealership will not perform a diagnosis without the receipts or maintenance log. Agent called dealership 68978 and spoke with Service Manager Bob. Bob advised that they would diagnose the vehicle, but they wanted the maintenance log before they tore the engine apart for diagnosis so they would not get stuck with the engine if the problem turns out to be a maintenance issue. Agent informed customer of this. Customer became very angry and stated they would contact the Better Business Bureau and that they would never buy another DCX vehicle. Customer states that her Emissions warranty states that maintenance on her vehicle is not required. Agent informed customer that if that is the case, then it would be up to the dealership to determine which parts needs to be replaced and what warranties they would be covered under. Customer states that she firmly believes it is not a maintenance issue. Agent advised customer that the dealership will perform the diagnosis without the maintenance logs, but that if it turns out that the problem is maintenance related, it would not be covered under warranty. Customer believes she does not need to perform regular maintenance on her vehicle. Customer again stated she would contact the Better Business Bureau, and while agent was advising that whatever she does outside of DCX is at her

own discretion, customer disconnected.

Denver CRM reviewed AG letter regarding above.. Spoke with service manager and T/A... Decision to not repair under warranty valid due to lack of maintenance.. Reply letter sent to MN AG s office with copy to DCCAC for retention.... LJJ3/CRM Denver...

Customer Assistance Inquiry Record (CAIR)# 16457659

VIN	1D4GP24R1 6B [REDACTED]	Open Date	06/29/2007	Built Date	08/12/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	09/29/2006	Mileage	11,848	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45202	RUSHVILLE CHRYSLER JEEP DODGE, INC.			
Dealer Address	253 BUENA VISTA AVE				
Dealer City	RUSHVILLE	Dealer State	IN	Dealer Zip	46173
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RUSHVILLE IN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer claims headlights turn off on their own.
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Purchased New or Used? New
 If Used, date purchased? N/a Mileage? N/a
 From whom did customer purchase used vehicle?
 N/a
 Customer seeking assistance with getting the headlight issue resolved.
 Customer claims that the dealership replaced the body module which fixed the issue for a short time but the concern has now started again.
 Customer alleges that the lights will turn off or dim while he is driving at night.
 Agent referred customer back to his case manager as indicated by CAIR 16278905 per CDC45.
 Owner calls writer back indicating headlights started to shut off and come back on again, which was the same issue in Primary Cair. Owner will contact service manager Scott for further repair, but is also reviewing options under Lemon Law.
 Owner will contact Scot for further repair.
 Loyal owner.
 Writer also explained customer arbitration as he mentioned vehicle was purchased under employee purchase.
 ***** ATTENTION SERVICE MANAGER *****
 If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution.. dg2
 REASSIGNED TO BC/DLR 42 45202 06/29/07 13:00 R 16457659
 *Contact Date:06/29/2007
 Service Manager at the dealership has updated the Cair# 16457659
 An appointment has been set with the customer.
 Dealer has been unable to duplicate owners concern. Dealer must be able to duplicate owners concern in order to make any repairs. Reviewed with Scott and to date, not duplication has occurred. They will get vehicle back in to drive again, but Scott states they have to drive at night in an attempt

to verify owners concern as it will not happen in daylight.
Sent Scott a message inquiring whether a copilot would be helpful in this case.

Customer Assistance Inquiry Record (CAIR)# 16458849

VIN	2D4GP44LX	5R [REDACTED]	Open Date	06/29/2007	Built Date	11/05/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	01/12/2005	Mileage	70,454	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	57088	DODGE TOWN INC				
Dealer Address	1120 EAST OMAHA STREET					
Dealer City	RAPID CITY	Dealer State	SD	Dealer Zip	57701	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	STURGIS SD [REDACTED]			Country	UNITED STATES	

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Advise owner of incomplete recall.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states the check engine light came on.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Customer states the transmission locked up.

Purchased New or Used? New
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle?
 na
 Customer states that the vehicle has gone to the dealership 5 times for repairs. Customer states it has been in for the head lights, the sliding door, the front seats not moving, the electronics went blank and the check engine light came on and the transmission locked up. Customer states she took the vehicle to Performance Automatic and had the vehicle repaired. Customer states that when she called the dealership they told her they would not cover the repair because she did not bring the vehicle to them. Customer states that she was not told that when she originally called them they told her to get the vehicle to them or take it and have it fixed. Agent advised the customer that it does states in the warranty booklet all warranty repairs have to be performed at a DCX authorized dealership or if the repair would have been covered under her service contract the independent could have contacted Chrysler to get authorization to perform the repairs. Customer states that she will tell everyone not to deal with that dealership. Customer states she was not told she had to get authorization. Agent advised this is stated in her service contract.
 Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# 16485435

VIN	1D4GP24R4 5B [REDACTED]	Open Date	07/10/2007	Built Date	02/19/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	02/28/2005	Mileage	53,000	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	29927	PREBUL CJD/BUDGET RAC-ATL			
Dealer Address	2120 CHAPMAN RD				
Dealer City	CHATTANOOGA	Dealer State	TN	Dealer Zip	37421
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	AUBURN IA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	Customer advises headlamps failed.
Product - Electrical - Battery - Complete Failure - Default	Customer advises the battery failed.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Contact Us: Not a Chrysler Financial Customer: General: Other
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 8/5/2005 Mileage? 19583
 From whom did customer purchase used vehicle? CDJ dealer 09529

On Feb. 28 of 2005 I purchased a Dodge Gr. Caravan with 20,000 miles. The mfg. warranty was still in effect but did purchase the extended warranty. In Dec. of 2006 we were in Mpls. when the headlights went out and of course since it was a Holiday weekend nothing could be done, towing was covered and then I had to make sure I got back home during daylight hours and make another appt. with the local dealer to take care of the problem. Next in the past couple of months the warning light kept coming on and had to pay the bill for that repair.. This past Thurs. when I went to leave work the van would not start, jumping did not work so I left it there and got a ride to my meeting. The next morning I called the dealership and they gave me the choice of them going to get the van or calling the Help line, not realizing that coverage is only if you place this call. I contacted a local facility and he had it down there in about an hour from the time I called, since we had another experience with towing that almost made me miss a flight did not feel like waiting.. Low and behold it was a dead battery considering that the vehicle has only 53,000 miles on it I feel the battery should be covered. Needless to say I will not recommend Dodge to any one and will make sure this get posted as a very dissatisfied customer....

Dear [REDACTED]:
 Thank you for contacting the Chrysler Group Customer Assistance Center. Your recent email to DaimlerChrysler Motors Corporation was received and

reviewed by the Customer Assistance Center.
Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred. Although a more favorable reply could not be provided, sharing your concern with us is appreciated.
It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.
Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.
Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)# 16522567

VIN	2C4GP44R4	5R	Open Date	07/18/2007	Built Date	01/21/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/25/2005	Mileage	44,121	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66460	GREENBRIER CHRYSLER JEEP				
Dealer Address	1414 SOUTH MILITARY HWY					
Dealer City	CHESAPEAKE	Dealer State	VA	Dealer Zip	23320	
Owner				Contact Type	D2D NO CASE MANAGER	
Address				Home Phone		
	PORTSMOUTH VA			Country	UNITED STATES	

Product - Air Conditioning / Heater - Unknown - Defective - Default	Claims that her air conditioning is having issues.
Product - Electrical - Lamps and Switches - Defective - Default	Claims that her headlights flicker.

Purchased New or Used? Used
 If Used, date purchased? 03/21/06 Mileage? 27000
 From whom did customer purchase used vehicle?
 Other dealer
 Customer claims that it having issues with her vehicle that has been going on for a year. The customer states that the dealership has been misdiagnosing the vehicle. The issue is the air conditioning has stopped working and the lights have been flickering. The customer alleges that the dealership saw the issue and they replaced the PCM and the issue still exist. The customer states that the dealership has the vehicle right now and the vehicle has been there since Monday. The customer claims that she has taken the vehicle to the dealership twice for the same issues. Agent contacted the dealership 66460 and spoke with Allen the service manager to inform him of the direct to dealer being sent and provided the reference number. Agent informed the customer that has forwarded the file to the dealership to get the appropriate parties involved to seek a final resolution in the repairs of the vehicle and provided the reference number.
 \$\$\$\$ DIRECT-TO-DEALER Code=4A \$\$\$\$\$\$
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 This Direct-to-Dealer CAIR is being sent for the following reason:
 Unresolved vehicle concern
 Please update this CAIR as required.
 Agent called dealer and spoke to Allen to inform that CAIR was being sent.
 \$
 REASSIGNED TO BC/DLR 35 66460 07/18/07 12:12 O 16522567
 *Contact Date:07/25/2007
 Service / Parts Director at the dealership has closed the Cair# 16522567
 Complaint could not be duplicated and explanation has been provided to customer.
 CAIR RETURNED FROM DEALER ON 7/25/2007 AT 09:40:329 R 16522567

Caller states that her lights are still acting up intermittently and she claims the dealership is stating that they cannot duplicate the concerns. Caller alleges that the dealership advised her that they need her rental vehicle back now. Caller feels that the dealership has not test drove her vehicle like they should have. Caller alleges that she knows the dealership can duplicate the problem but she just feels that they are not trying to resolve the concerns. Caller is upset that she has this ongoing concern. Writer advised the caller that the only other option would be to get a second opinion and CCA would get additional parties involved again to try and duplicate the concerns. Caller does not want to continue working with this dealership for this concern. Caller states that she does not feel safe in this vehicle and she may seek legal assistance to try and get out of the vehicle.

Customer Assistance Inquiry Record (CAIR)#	16522619
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VIN	2A4GP54L0	7R [REDACTED]	Open Date	07/18/2007	Built Date	11/16/2006
Model Year	2007	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON		
In Service Dt	01/15/2007	Mileage	6,900	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PVJ	COGNAC CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				

Dealer	68852	ADRIAN DODGE-CHRY-PLYM-JEEP				
Dealer Address	1211 EAST US 223					
Dealer City	ADRIAN	Dealer State	MI	Dealer Zip	49221	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	HILLSDALE MI [REDACTED]	Country	UNITED STATES

Corporate - Arbitration - Default - Default - Default	Binding arbitration case # 4207B063MI
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights and dash lights flicker
Product - Electrical - Battery - Intermittent or Inoperative - Default	

Received binding arbitration case 4207B063MI
 Owner concerns: headlights and dash light flicker- dead battery
 Owner seeking: repurchase.
 The vehicle has been to the dealer six times for the concern of the dash lights and headlights flicker, dim and no start condition
 The dealer replaced the battery, alternator, reprogrammed the module recalibrated the instrument cluster. There were some times they couldn't duplicate the concern. On the last service visit the dealer went for a road test with the owner and they verified the complaints however they couldn't find the source or locate the problem. The vehicle has been out of service over 30 days.
 Ok to mediate with a replacement vehicle.
 Faxed offer to NCDS.
 Owner accepted the mediation offer - ok to close file.

Customer Assistance Inquiry Record (CAIR)#	16524814
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VIN	2D4GP44LX 6R [REDACTED]	Open Date	07/18/2007	Built Date	08/20/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	02/21/2006	Mileage	19,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	45340	FILLBACK CHRYSLER
Dealer Address	1702 ELM ST	
Dealer City	BOSCOBEL	Dealer State WI Dealer Zip 53805

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	WAUZEKA WI [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer reports air bag light came on.
Product - Electrical - Lamps and Switches - Defective - Default	Customer reports turn signals defective.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer reports that the turn signals and headlights will intermittently malfunction, and that the airbag light will stay on most of the time, and states that the dealership has advised that they cannot get any codes from it and cannot otherwise verify the issue one the one visit they have made. Advised customer that the dealership will have to be able to verify the issue before any action may be taken.

Customer Assistance Inquiry Record (CAIR)#						16525059
VIN	1D4GP24R9 5B [REDACTED]	Open Date	07/18/2007	Built Date	03/24/2004	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	04/02/2004	Mileage	106,000	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44419	MURPHY AND SHELBY DODGE INC				
Dealer Address	603 SAN FERNANDO RD					
Dealer City	SAN FERNANDO		Dealer State	CA	Dealer Zip	91340
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	SYLMAR CA [REDACTED]			Country	UNITED STATES	

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Product - Electrical - Lamps and Switches - Other - Default	Customer states tail light cover fell off
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that headlight switch does not work properly

Purchased New or Used? Used
 If Used, date purchased? 01/30/05 Mileage? 22962
 From whom did customer purchase used vehicle?
 Dealer
 Customer seeking warranty coverage information for tail light cover that fell off and also the headlight switch that he states does not work properly. Customer states that Dealer 44419 advised him that these issues were not covered under warranty. Agent advised customer that he has no warranty coverage on this vehicle and no service contracts. Agent advised customer that he is outside of warranty by both time and mileage and these repairs would be at his cost. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# **16530937**

VIN	1D4GP24R8 5B [REDACTED]	Open Date	07/20/2007	Built Date	05/13/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	09/24/2005	Mileage	37,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	67280	SANDS CHRYSLER JEEP DODGE			
Dealer Address	501 N WEST END BLVD				
Dealer City	QUAKERTOWN	Dealer State	PA	Dealer Zip	18951
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HELLERTOWN PA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Body Hardware - Loose - F. Door-Driver	claims door is coming off the hinged
Product - Electrical - Lamps and Switches - Defective - Default	claims headlight switch is defective.
Product - Brakes - Parking Brake Assy - Defective - Default	claims his emergency brake cable is coming undone.

Customer states the he is having an issue with the vehicle. Customer claims his emergency brake cable is coming undone, the switch to turn on the headlights is defective in that it only works sometimes, and the door seems to be falling off of the hinges. Customer claims he took the vehicle to the dealership and was told that it would be \$90 for the diagnostic and that they wouldn't do the repairs to the vehicle since the customer did not purchase the vehicle there and did not have 50% of his maintenance done there. Customer is seeking assistance with the repairs to the vehicle. Agent transferred to Tier Two for further assistance with the issue. Agent is unable to use structured narrative. Customer is the original owner of this vehicle and owns a total of 4 DCX vehicles. There is no warranty history with these issues. Customer is 1000 miles outside of warranty. Vehicle has not been diagnosed by a dealership. Per WHH17. Purchased vehicle new.

Purchased vehicle from dealer 42507
 RECIEVED TRANSFER

Customer seeking good will assistance for a brake cable and the headlights. Customer feels that since he is just beyond warranty the repair should be covered. Customer states that he is working with dealer 667280 but they have not performed a diagnosis yet. Agent contacted Rich the service manager he states that he has never been to their dealership. Agent Rich that DCCAC was looking into possible good will for the customer but a diagnosis would need to be performed first. Agent advised the customer that I do feel inclined to assist him but before I can make a commitment he would need a proper diagnosis from a certified Dodge dealership at his own discretion. Agent provided caller with my extension # 69550. _

Customer Assistance Inquiry Record (CAIR)#	16539311
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VIN	2C4GP54LX 5R [REDACTED]	Open Date	07/23/2007	Built Date	08/02/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	08/30/2004	Mileage	45,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	66183	DICK HUYAERE'S RICHMOND CHRYSLER	DODGE JEEP, INC.		
Dealer Address	67567 SOUTH MAIN STREET				
Dealer City	RICHMOND	Dealer State	MI	Dealer Zip	48062

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SAGINAW MI [REDACTED]	Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Other - Default	Customer seeking vehicle repairs.

***** Recall Contact *****
Purchased New or Used? Used
If Used, date purchased? 05/09/07 Mileage? 45000
From whom did customer purchase used vehicle?
CDJ dealer
Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.
Customer called stating the headlights on the vehicle went out while driving. Agent transferred the call to DCCAC per rji6.
***Customer seeking information on why he has to pay a \$100.00 deductible for the repairs. Agent explained that the deductible is part of his powertrain warranty and the amount will have to be paid for the repairs.
Customer wants this issue a recall.

Customer Assistance Inquiry Record (CAIR)#						16543110
VIN	1C4GP45R1 5B [REDACTED]	Open Date	07/24/2007	Built Date	04/06/2005	
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	05/10/2005	Mileage	28,076	Dealer Zone	35 WASHINGTON	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60098	KELLY CHRYSLER JEEP DODGE				
Dealer Address	78 ZENTS BLVD					
Dealer City	BROOKVILLE	Dealer State	PA	Dealer Zip	15825	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	BROOKVILLE PA [REDACTED]	Country	UNITED STATES			

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Dash lights went out
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer has not resolved customers concern
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights would just shut off.
Product - Wheels and Tires - Tires - Other - Front-Pass	Passenger front tire has a bubble it in
Referral - Other - Default - Default - Default	Provided number to Goodyear Customer Relations about tire warranty.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Vehicle has been to dealer many times for same concerns.
Product - Body / Trim / Paint Finish - Paint Finish - Chipped - All Panels	Vehicle has paint chipping concern which is leading to rust.

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle? N/A

Vehicle has paint chipping concern but dealer keeps touching it up.

Customer states paint is still chipping and now it is rusting as well.

Headlights would just shut off and that was repaired twice. Since

headlight repair customer has not had issue with that. Dash lights went

out and customer complained to dealer who stated new module is coming out

and when it becomes available they will call her. Customer states it has

been many months and no one has contacted her about dash concern.

Customer called dealer who stated they do not have any records of her

having dash concern. Passenger front tire has a bubble it in and she has

tires for life program with dealer but they will not replace tire unless

it does not pass inspection. Provided number to Goodyear Customer

Relations about tire warranty. Called Jeff the Service Manager stated he

is supposed to pick vehicle up today for customers concern of

intermittent dash concern and paint chipping. Jeff states that he is not

showing anything about touch up paint being put on vehicle but they may

have just done as customer courtesy. Vehicle came in on 4/10/07 for dash

being inoperative which could not be duplicated. STAR was called who stated they were in the process of having a TSB for this concern. Jeff states he informed customer he will go back through vehicle personally to see what is wrong. Informed Jeff of file being sent for resolution per BE67. Informed customer file will be forwarded to dealer to get additional parties involved for resolution of concern and provided reference number.

DIRECT-TO-DEALER Code=1A #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Service Manager Jeff to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

REASSIGNED TO BC/DLR 35 60098 07/24/07 13:35 O 16543110
*Contact Date:07/26/2007

Service / Parts Director at the dealership has closed the Cair# 16543110
Vehicle operates properly and explanation has been provided to customer.
CAIR RETURNED FROM DEALER ON 7/26/2007 AT 03:49:305 R 16543110
*****D2D CASE MANAGER FOLLOW-UP***** Case Manager Marvin
Telephone:248-9447034

Writer notified the Service Manager,Jeff, SM, he explained that Tuesday (July 24/2007) vehicle was fixed. SM explained that a headlamp switch was replaced to fix the issue. I spoke with Customer who verified that headlamp issue is resolved. Owner claims that Service Manager told her that the paint concern noticed is due to rockchips. Writer advised the Customer that rockchips are not covered by warranty. Owner is displeased with results of dealer inspection. I advised Owner that service inspection is performed only by Dealer so it might be important to further consult with them on any other option. I spoke with SM who advises that the paint issues are apparently all chips from various impacts and not a manufacturing paint process issue. 07/27 SM advised he is more than sure about what he inspected. I advised Customer that Chrysler would note her displeasure. I explained maybe as option Owner can review with her insurance carrier.MFY

Customer states that she contacted Goodyear Customer Relations and they advised that a bubble in the tire are not safe and to contact dealership for further assistance with this issue. Customer states that she contacted the dealer and they advised her that they are not going to replace the tire even though you a member of the Tire for Life program with them because this is a Goodyear manufacturer issue. Agent advised customer that she would need to continue to work with the dealer or tire manufacturer on the tire issue.

Customer Assistance Inquiry Record (CAIR)# **16547571**

VIN	2D4GP44L0	6R [REDACTED]	Open Date	07/25/2007	Built Date	03/21/2006	
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT			
In Service Dt	04/25/2006	Mileage	13,500	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44355	HAMILTON FAIRFIELD DODGE JEEP					
Dealer Address	790 SOUTH ERIE HIGHWAY						
Dealer City	HAMILTON			Dealer State	OH	Dealer Zip	45011
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	HAMILTON OH [REDACTED]				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default Customer is having issues with the headlights.

Purchased New
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle?na
 Customer is having issues with the head lights. Customer is seeking a
 loaner vehicle. Agent contacted the dealership and spoke with Jeremy that
 advised he spoke with the customer this morning, but the customer did not
 make an appointment. Agent got back on the line and customer had
 disconnected.

Customer Assistance Inquiry Record (CAIR)# 16548605

VIN	2C4GP44R7 5R [REDACTED]	Open Date	07/25/2007	Built Date	09/16/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	01/31/2005	Mileage	37,100	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	60141	TREND MOTORS CHRYSLER			
Dealer Address	2 COMMERCE BLVD.				
Dealer City	SUCCASUNNA	Dealer State	NJ	Dealer Zip	07876
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MORRISTOWN NJ [REDACTED]	Country	UNITED STATES		

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Advised the caller of the incomplete recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Caller seeking assistance with head light issue.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that head lights are not working again.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? 68549
 Caller is Mrs. Rabbitt the daughter of the owner and she state that while the vehicle was in warranty there were issues with the head lights not working at night and the locks and not the issue is back with head lights and she is seeking assistance. Agent consulted with RJB176 and was advised to transfer the caller for further review for possible assistance.
 ****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with head light repair again.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 1,100 miles.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 Yes.
 How many DCX vehicles has the customer owned including this vehicle?
 One.
 Is there warranty history related to the current concern?
 Yes.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes.
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer transferred to the internal Tier 2 escalation line for further review of concern.
 Customer is seeking 100% coverage for the head light issue.
 Agent called Dealer 60141, and spoke with Joel, Assistant Service Director.

Stated that has not diagnosed the vehicle.

Is not adverse to DCCAC assisting the customer, and performing the repair at warranty rates.

Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler dealer.

Informed customer that any authorization for a Chrysler dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

Customer disconnected call.

Customer states she was disconnected. Caller requesting to speak with previous agent. Agent informed caller that before assistance can be looked into for the headlight, there would have to be a diagnosis by chrysler dealer which would be at her discretion and expense. Agent informed caller that there are no guarantee of assistance. Customer requesting how much expense she is looking at. Agent informed caller that the dealer s are independently owned and operated so they have different diagnosis fees. Agent referred caller to dealer for cost information.

Customer Assistance Inquiry Record (CAIR)# **16557341**

VIN	2C4GP54L4	5R	Open Date	07/27/2007	Built Date	09/07/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	09/30/2004	Mileage	44,369	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	67031	WALSER CHRYSLER JEEP				
Dealer Address	314 MAIN STREET					
Dealer City	HOPKINS	Dealer State	MN	Dealer Zip	55343	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	EUGENE OR	Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Dealer performing recall G09.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Intermittent headlamp issue.

Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? CDJ dealer
 Dean the service advisor at dealer 67031 called and states customer came in with what has been described as an intermittent problem where the head lamp switch will sometimes not turn on headlamps. Customer has advised dealer that Lithia dealer has promised her issue would be covered under warranty. Dean states unable to duplicate issue at this time. Dean just wanted to get documentation on this issue in case the customer called DCCAC. Agent assured information would be documented and Dean confirmed recall is being taken care of now.

Customer Assistance Inquiry Record (CAIR)# 16558684

VIN	2A4GP44R4 6R [REDACTED]	Open Date	07/27/2007	Built Date	10/31/2005
Model Year	2006	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX	
In Service Dt	11/07/2005	Mileage	38,162	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE			
Dealer Address	2425 WEST CAMELBACK ROAD				
Dealer City	PHOENIX	Dealer State	AZ	Dealer Zip	85015
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PHOENIX AZ [REDACTED]	Country	UNITED STATES		

Recall - F10: WINDSHIELD WIPER MOTOR - Advise Owner/Incomplete Recall	Advised Recall information
Product - Electrical - Lamps and Switches - Other - Default	Customer reporting head light and turn signal problem
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred to Tier Two

Purchased New or Used? USED
 If Used, date purchased? 08/2006 Mileage? ???
 From whom did customer purchase used vehicle?
 Other dealer
 Customer stated she was leasing a Toyota and traded for this vehicle in 2006 , (3) months later air bag light came on and took to dealer 08625 and was replaced spring in steering column. Customer stated light came back on (6) Weeks later, took vehicle to 08625 and (3) hours later, replaced spring in steering column, (3) days later light came back on and called 08625 and requested loaner vehicle and call was never had a call back from dealer. Customer stated head lights went out and turn signal lights are not working and air bag light staying on. Customer made a repair appointment for Friday and was told she will be responsible for rental while vehicle is being repaired. Customer stated she cannot rent a vehicle and unable to leave vehicle for repair. Customer is requesting repair and rental assistance. Agent advised the customer of incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler dealer to schedule an appointment to complete recall repair. Agent consulted with JBV6 - approved transfer to Tier Two regarding repeat repair attempts, low mileage and safety issue. Agent provided Reference number and advised transferring call to a representative for further research . Agent transferred call to Tier Two.
 ****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Air bag, head lights, turn signal and rental assistance.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 2,162 miles
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 No.

How many DCX vehicles has the customer owned including this vehicle?

One used.

Is there warranty history related to the current concern?

Yes - 06/15/2007 08625-BILL LUKE CHRYSLER-JEEP DODGE 314240 33,780 Miles 2007063 WARRANTY

23202903 - Airbag, side-Front seat-Right

03/30/2007 08625-BILL LUKE CHRYSLER-JEEP DODGE 199910 28,657 Miles 2007041 WARRANTY

19852501 - Clockspring, air bag

09/22/2006 08625-BILL LUKE CHRYSLER-JEEP DODGE 919735 18,691 Miles 2006101 WARRANTY

19852501 - Clockspring, air bag

85412300 - Diagnostic LOP - Body-BODY

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes.

****End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Customer seeking assistance with repairs to air bag light, headlights, light switch and rental.

Vehicle has not been diagnosed for current issues.

Advised the customer of

incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Agent attempted to speak with someone at dealer 08625 but there was not a service manager or advisor available.

Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer.

Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

Customer states the vehicle should still be under warranty and agent advised that it is not.

Customer states she can not afford a rental and agent advised customer that no rental assistance can be considered until the vehicle has a full diagnosis.

AGENT ADVISED THAT NO COMMITMENT OF ASSISTANCE CAN BE MADE AT THIS TIME AND THAT SHOULD WOULD HAVE TO PAY FOR DIAGNOSTIC CHARGES AND ANY RENTAL CHARGES.

Customer states she will never purchase another DCX vehicle.

States she will see what she can do and call back.

No contact made from customer to date. Agent no longer tracking Cair.

Customer Assistance Inquiry Record (CAIR)#						16562977	
VIN	2C4GP54L6	5R	Open Date	07/30/2007	Built Date	05/04/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	05/27/2004	Mileage	47,723	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68950	MCDONAGH CHRY-JEEP INC					
Dealer Address	400 ROUTE 18						
Dealer City	EAST BRUNSWICK	Dealer State	NJ	Dealer Zip	08816		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	EAST BRUNSWICK NJ				Country	UNITED STATES	
Product - Electrical - Lamps and Switches - Other - Default				Issue with headlamp.			

Purchased New or Used? New

If Used, date purchased? n/a Mileage? n/a

From whom did customer purchase used vehicle?

n/a

Mr. Hennessy calls advising that there is an issue with the headlights on the vehicle. Customer reports that he went to 68950 and they diagnosed the concern to be a headlamp switch issue. Mr. Hennessy seeks assistance with the repair. Called 68950 and spoke with service manager Jeff. Jeff was unable to find any documentation of the headlamp concern. Jeff advises that there was a small note of the issue on the invoice. Jeff advises that writer should call back tomorrow and speak with Chris(service advisor) to further discuss the issue. Offered customer a call back at [REDACTED]. Customer accepted.

Called dealer, but Chris was not avail.

Called dealer and spoke with Chris. Chris informs that headlamp switch is determined as the failed component. Chris informs that this customer has only been to this dealer twice since the vehicle was bought. Chris states that he feels assistance is not merited.

Chris advises that repair costs will probably be somewhere between \$100 - \$150. As a one-time goodwill gesture, DCX will reimburse customer for the repairs minus \$10.00

Called customer and left a message.

Customer calls and leaves message. Called customer back and left message.

Agent advised caller of above offer. Caller asked why the dealer can not have her pay the \$10 copay when she goes in. Agent advised caller the offer is from Chrysler customer assistance. Caller will take the vehicle in for repairs and agent supplied the address and fax number for her to send the invoice and proof of payment. Agent asked caller to include reference number with her correspondence.

Customer submits invoice. Customer paid the following:

\$094.00 - Labor

\$053.48 - Parts

\$004.70 - Misc

\$010.65 - Tax

\$162.83 - Total

Chrysler will reimburse \$152.83 as previously agreed. Processing check.

Customer Assistance Inquiry Record (CAIR)# **16565611**

VIN	2C4GP44R8	5R	Open Date	08/01/2007	Built Date	11/30/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	12/03/2004	Mileage	62,447	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	RINGGOLD GA	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default Customer seeking assistance with repairs.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

My 2005 Town and Country is having everal electrical problems and is out of warranty

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

My 05 Chrysler Town and Country is having several electrical problems. My van went out of warranty at 36,000 miles and now only having my van less than two years I m faced with high dollar repairs. I m a repeat customer and I plan on purchasing a dodge ram trk this winter. Me and my family where headed out to eat on the 4th of July only to have the van stop running on the highway I had to call other family to come and get the kids and my wife because there were too many of us for the tow trk to pickup. When the dealer checked the van it was the fuel sending unit and it was showing we had gas when we didn t. Now the turn signals stopped working and the windshield wipers have stopped as well and my wife was out with the kids when it started raining and she couldn t see to drive or even signal to move over. Next the passanger window will not work now and the door locks are locking and unlocking at various times and last the headlights will sometime not come on only the day run lights will work and we had to drive home on a very dark highway with only day run lights and that s not safe because the light is more dem than the normal beam of light from the lights when on. My wife has had it with this van and wants to sell it and get another type of van or car. I keep telling her to wait until I can reach Chrysler to see if they will step up to the plate and get these issues resolved. As noted above the warranty is out however I strongly feel it s wrong to have any customer have a product so new have so many problems and think it s ok for that customer to spend Hundreds of dollars to trouble shoot these problems and hope they get fixed. I will be dropping my van off this Friday for them to replace the fuel sending unit (that shouldn t have went out already!!!)and I will have to have them check all these others issues (God only knows how much that will cost me). Please tell me you will do the right thing and step up to help resolve all my issues. I feel it s Chryslers responsibility to take care of these issues once and for all!!! No customer should have to go through what I ve been going through. Having a family I don t have extra money to throw at this van but at the same time it s my family having to ride in this UNSAFE and UNRELIABLE VAN. Please put your family in my place and see if you don t become as upset as I have.

Email states:

Thank you for contacting the Chrysler Customer Assistance Center. Your recent email was received and reviewed by the Customer Assistance Center. Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for

consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer s warranty at the time the expense was incurred. Although a more favorable reply could not be provided, sharing your concern with us is appreciated. Thank you again for your email.

I really hate to hear Chrysler doesn t care enough to make the difference. Not one hour after reading this email my engine light came on (yet another new problem God only knows what this will be) not that Chrysler cares. I wasn t asking Chrysler to pick up the bill but to at least meet me half way with it. This would have cost Chrysler a few hundred dollars but the outcome would have when been praise and customer respect but given Chrysler s lack of concern I feel I will have to look toward Ford for my new truck costing Chrysler more than just a few hundred dollars it will now mean a loss of thousands.

I use to tell people how wonderful our Chrysler products were (given the fact I drive a town and country myself) but no more. From this point forward I will only speak of how when we needed help the most they turned their backs to us. I will tell others how they need to look somewhere else.

Customer Assistance Inquiry Record (CAIR)# 16576382

VIN	1D4GP25B4 6B [REDACTED]	Open Date	08/01/2007	Built Date	09/15/2005
Model Year	2006	Body	RSKL52	DODGE CARAVAN SE	
In Service Dt	02/28/2006	Mileage	24,209	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	59583	COX CHRYSLER JEEP DODGE			
Dealer Address	3700 US HIGHWAY 264 NW				
Dealer City	WILSON	Dealer State	NC	Dealer Zip	27896
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WILSON NC [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states there is an intermittent issue with the headlights.
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Purchased New or Used? new
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer states he is having issues with the headlights blinking and claims this is an intermittent issue. Customer claims the dealership replaced the switch and claims the module was replaced. Customer claims this did not repair the issue and claims the dealership informed him the issue would not duplicate. Customer claims the dealership could not diagnose the vehicle. Customer claims the vehicle is at the dealership for the 4th time for the headlight issue. Customer states the dealership is still unable to duplicate the issue and claims this is a safety issue. Customer claims he was provided with a rental vehicle from the dealership and claims he has a bad back and is unable to ride in the Dodge Magnum. Agent consulted with JLM172 and informed customer rental assistance cannot be considered until a diagnosis has been made. Customer requested a supervisor. Agent consulted with ALL34 who concurs with the decision made. Customer requested a supervisor. Agent consulted with TGC15 and contacted dealership 59583 and spoke to Mike (Service Manager) who states the issue has not been duplicated. *****KW276 took over the call. Informed customer rental cannot be considered until a diagnosis has been made. Customer claims he has to take a trip to Florida and claims he does not want to drive an unsafe vehicle. Informed customer he would need to continue working with the dealership and informed him the file will be forwarded to get extra technical assistance involved. Agent contacted dealership 59583 and informed Mike a direct to dealer CAIR would be sent. 06/08/07 at 21585 for intermittent blinking headlights, module replaced 03/14/07 at 17927 for headlights blinking, headlight switch replaced
 ##### DIRECT-TO-DEALER (Code=1-A) #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to

resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Mike to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION:

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REASSIGNED TO BC/DLR 66 59583 08/01/07 15:02 O 16576382

*Contact Date:08/02/2007

Service Manager at the dealership has closed the Cair# 16576382

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 8/02/2007 AT 08:17:874 R 16576382

*****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: Jonathan

Telephone:248-944-7141

Agent contacted owner, explained that duplication is needed for review under terms of warranty, provided direct line for future use.

left message with direct line.

Agent contacted owner, explained that duplication is needed for review

Owner has agents line for future follow up. Owner may seek another dealer.

Customer Assistance Inquiry Record (CAIR)# 16579119

VIN	2D4GP44L7	5R	Open Date	08/02/2007	Built Date	04/22/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	06/21/2004	Mileage	40,680	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	23504	VASKO DODGE				
Dealer Address	3644 WASHINGTON RD					
Dealer City	MCMURRAY	Dealer State	PA	Dealer Zip	15317	

Owner		Contact Type	E-MAIL			
Address					Home Phone	
	WASHINGTON PA	Country	UNITED STATES			

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Customer aware of recall
Referral - Other - Default - Default - Default	Customer referred to different Dodge dealer for 2nd opinion
Corporate - Technical Assistance - Default - Default - Default	Customer seeking information for brakes

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Issues with 2005 Dodge Grand Caravan
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Is this normal for a 2005 Dodge Grand Caravan? 5 sets of rotors 5 sets of front brake pads 2 sets of rear brake pads Front calibuers Master Cylinder Brake Booster Serpentine Belt Passenger Door Channel Cable replaced 2 times Replaced Headlamp switch We are looking for an explanation of why this keeps happening? We owned a 2002 Dodge Grand Caravan without ANY problem and upgraded for the NEW Stow and Go seating and got ALOT more than we bargained for. We are going to be in the market again real soon (we want to get rid of the headaches this van is causing us) and just wonder if all the newer Dodge s are made the same, or if we should look into other Makes at this point? Sincerely, [REDACTED]
 *****END OF CUSTOMERS EMAIL *****

Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? NA

Customer called before email was worked. Agent informed customer that the email would not be answered. Agent informed customer of recall G09. Agent informed customer that customer assistance does not have technical assistance. Customer stated that she took the vehicle to a non Chrysler dealer and was informed that she should contact Chrysler to have her concerns addressed. Agent apologized to customer and referred to different Dodge dealer.

*****END OF EMAIL RESPONSE*****

Customer complains of multiple recurrent brake issues and is seeking information regarding why these issues are occurring with such frequency. Advised customer that information is not available from DCCAC and that she should work with her dealership. Customer states that she just had the pads and rotors replaced again yesterday at an independant repair facility because her dealership advised her that they cannot find anything wrong with the vehicle and that she is simply hard on the

brakes. Called dealership and spoke to Service Advisor Mark who verified that the customer is hard on the brakes, and that they have performed several repairs to attempt to appease the customer, but that they can find nothing wrong with the vehicle. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Dodge dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# 16587806

VIN	1C4GP45R2 5B [REDACTED]	Open Date	08/07/2007	Built Date	06/22/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	08/09/2005	Mileage	15,371	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	66623	STEVENS CHRYSLER DODGE			
Dealer Address	739 BRIDGEPORT AVENUE				
Dealer City	MILFORD	Dealer State	CT	Dealer Zip	06460
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BRIDGEPORT CT [REDACTED]	Country	UNITED STATES		

Recall - F10: WINDSHIELD WIPER MOTOR - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Corporate - Warranty Coverage - Default - Default - Default	Advised customer of various warranties.
Product - Wheels and Tires - Tires - Excessive Tire Wear - Front-Driver	Customer advises left front tire is wearing.
Product - Body / Trim / Paint Finish - Body Hardware - Rusted - Hood	Customer advises of rust spots under the hood.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer advises the headlights do not work intermittently.
Product - Brakes - Disc Brake Assy/Calipers - Worn - Unknown	Customer advises the vehicle had the wrong brake pads on.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer advises transmission oil was black.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Unhappy with the wearing of the whole car
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? NEW
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? NA

 recently my family was preparing to take a vacation, while my husband was changing the oil he noticed the oil in the transmission was a dirty black,
 the left front tire is wearing, there are rust spots on the inner door and
 under the hood , on occasions the headlights will not go on and when we got
 to our destination we had to replace the rotars and pads. When my husband,
 who is a mechanic took off the rotars it was discover that the car has the
 wrong pads on. We own two Chrysler vehicles and are glad to say the one

that get the most use on a daily basis we have not had one problem with since buying. We previously owned a 1990 Voyager and I ll tell you I would still be driving that because we feel that it was much better car. Thank You - [REDACTED]

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. I do show your vehicle is still within the manufacturer s warranty. It is recommended you have these issues addressed by your local dealership as the repairs for most of the issues you have reported should be covered by warranty. The only ones I can see that would not be are the brake pads and rotors (this warranty expired at 12 months or 12,000 miles) and the tires (they are covered by the tire manufacturer - Goodyear, 800-321-2136).

Our records indicate that the following recall campaign has not been performed by an authorized Chrysler Motors dealer:

F10 - WINDSHIELD WIPER MOTOR

Since we can t always confirm that the needed service has been performed, we ask that you contact your local Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service. Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						16590646
VIN	2D4GP44L0	5R	Open Date	08/08/2007	Built Date	02/12/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	05/03/2005	Mileage	38,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45234	IRON TRAIL CHRYSLER				
Dealer Address	1301 S. 17TH STREET					
Dealer City	VIRGINIA	Dealer State	MN	Dealer Zip	55792	
Owner	[REDACTED]			Contact Type	CERTIFIED LETTER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	EVELETH MN	[REDACTED]	Country	UNITED STATES		
Corporate - Lemon Law - Default - Default - Default						
Product - Electrical - Unknown - Intermittent or Inoperative - Default						

Owner sends in LETTER OF DEMAND FOR REPLACEMENT CERTIFIED MAIL received 08-6-2007. Please respond to the owner complaints listed in letter A.S.A.P Please contact the owner and resolve owner demand for replacement as it relates to state lemon law requirements and implied warranty on this vehicle. SEE PRIOR CAIR OWNER CONTENDS THAT ELECTRICAL ISSUE IS STILL NOT RESOLVED AND IS DEMANDING REPLACEMENT UNDER STATE DEFECT NOTIFICATION PROCESS. PLEASE CONTACT ASAP AND RESPOND TO DEMAND LETTER Denver CRM forward to D/M for review and resolution...

Owner has been unable to duplicate concern. DCX will address any issue under the terms of our warranty. The dealership has been in touch with the owner, they will bring it in if the issue returns.

Customer claims that in July he wrote a letter to Chrysler about some issues that he was having with his vehicle. The customer states that he received a letter back from Chrysler stating that would get back to him on the issue. The customer is seeking lemon law. Customer claims that he has taken the vehicle into the dealership three times for the same issue. The issue with the vehicle is that the lights on the vehicle go out all of the time when he is driving at night. The customer states that the dealership replaced the headlight switch. The customer is wanting to get the issue repaired. For the first three repairs the customer went to the dealership 44351 then the customer took the vehicle to a different dealership two other times to try and repair the issue. The other dealership the customer has been working with is 45234. The customer states that he is not much help with either of the dealerships. Agent contacted the dealership 44351 and spoke with Butch who provided repair dates and mileage.

02/27/06 13878 for the lights issue: The dealership replaced the front controle module.

12/19/05 12405 for the lights issue: The dealership replaced the headlamp switch.

08/18/05 9645 for the lights issue: The dealership could not dupliacte the concerns.

Agent contacted the dealership 45234 and spoke with Mary who provided repair dates and mileage.

06/29/07 40348 for the lights issue: The dealership could not duplicate the customers concerns.

12/12/06 32296 for the lights issue: The dealership could not duplicate the customers concerns.

Agent informed Mary that the customers issue still existed and informed of the direct to dealer being sent and provided the reference number.

Agent informed the customer that has forwarded the file to the dealership to get the additional parties involved to seek a final resolution in the repairs of the vehicle and provided the reference number.

\$\$\$ DIRECT-TO-DEALER Code=4A \$\$\$\$\$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

This Direct-to-Dealer CAIR is being sent for the following reason:

Unresolved vehicle concern Please update this CAIR as required.

Agent called dealer and spoke to Mary to inform that CAIR was being sent.

\$

REASSIGNED TO BC/DLR 74 45234 09/14/07 12:08 R 16590646

Spoke with dealership about issue. Service manager is out of office until 12/10/07. Left message to call back about status of vehicle. -

grw11

Spoke with Paul at Iron Trail (45234). Vehicle was last in on 10/27/2007 for concern. Vehicle kept for 7 days and had multiple test drives with the Co-Pilot connected. Dealership unable to duplicate customers concern at last repair visit.

Customer Assistance Inquiry Record (CAIR)# 16590972

VIN	2D8GP24R1 5R [REDACTED]	Open Date	08/06/2007	Built Date	06/29/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/25/2005	Mileage	29,000	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43951	EXECUTIVE DODGE AND JEEP OF	WALLINGFORD		
Dealer Address	406 SOUTH ORCHARD STREET				
Dealer City	WALLINGFORD	Dealer State	CT	Dealer Zip	06492
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WEST HAVEN CT [REDACTED]	Country	UNITED STATES		

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	States that power doors are intermittent.
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Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle?
 NA
 Customer called seeking information on lemon law per her state regulations. Customer stated that she is having an electrical issue with the vehicle and the power doors will not lock. She stated that she has been to dealer 43951 three times for this issue and the locks will work for a day or two and then not at all. Customer is taking vehicle to dealer for a fourth time. Agent contacted dealer 43951 and spoke with Ed, service advisor, and he provided service history:
 07/28/07-28514 miles-Doors not locking;Replaced door latch.
 07/10/07-28423 miles-Doors not locking;Body control module.
 06/13/07-27344 miles-Doors not locking;rest BCM.
 Agent advised of D2D being sent on this issue. Agent advised customer that she would have to consult with blue and white booklet or state attorney s office for lemon law regulations per her state. Agent advised customer that her file will be forwarded to get additional parties involved and advised of reference number. Customer stated that she has an appointment tomorrow for this same issue at dealer.
 ##### DIRECT-TO-DEALER (Code=1B) #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.
 Agent called dealer and spoke to Ed to inform that CAIR was being sent.
 CUSTOMER CONTACT INFORMATION: [REDACTED]
 [REDACTED] #####
 In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.
 REASSIGNED TO BC/DLR 32 43951 08/06/07 12:30 O 16590972
 *****Customer Retention Task Force Team *****

Called the dealership and left a message for John Roochey, Service Manager to give us a call concerning an open CAIR on this customer. djs
Spoke with John Roochy; Service Manager
RO#308182 MI 28699 8/6/07
Door locks not working properly
flashed the PCM
RO #308048 8/1/07 MI 28515
Door lock would not work (not sure of which door)
Door latch
307836 MI 28514 7/26/07 (2 days)
Concern: head light were coming on intermittently
Door locks would not work
Repair: Order door latched
Unable to duplicate the headlight concern
G09 - Replace airbag sensors
RO #307159 MI 28423 7/9/07 (2 days)
Door locks were not working
Replaced body control module
RO# 306403 MI 27344 6/11/07 (2 days)
Concern: Power door locks do not work with button or remote
Reset the body control
Head lights didn t work intermittently
Unable duplicate the concern
2/19/07 303436 MI 22988
Concern: Headlights would not come on
Repair: Unable to duplicate
1/3/07 RO #302244 MI 21498
Concern: Groaning noise from power steering
Repair: Replaced the oil reservoir; replaced pump assembly
10/30/06 MI 18899 RO 300734
Concern: Noise in the front
Repair: Stabilize the links and sway bar bushings were replaced
I2R Speaks to Customer **
Customer says that the car is running fine. And the electrical doors are working fine. Customer is satisfied. Closing CAIR. djs

Customer Assistance Inquiry Record (CAIR)# **16602403**

VIN	1D4GP25B5 5B [REDACTED]	Open Date	08/08/2007	Built Date	07/29/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	09/11/2004	Mileage	41,900	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	66479	BERGEY'S CHRYSLER JEEP DODGE			
Dealer Address	408 HARLEYSVILLE PIKE				
Dealer City	FRANCONIA	Dealer State	PA	Dealer Zip	18924
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	TELFORD PA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light issue.
Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer claims headlight problems.

Purchased New or Used? new
 If Used, date purchased? N/A
 Mileage?N/A
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer states he took vehicle in to dealer 66479. because the headlights sometimes do not work when they turn them on. Customer states he told the dealer about this one year ago but dealership did not document or duplicate the problem. Customer states dealer has no record of this. Agent called dealer and spoke to David and he stated that he does not have a record for the vehicle being brought in for the headlights. David states he does not know if the reason the problem was not documented is because the customer did not tell them or because someone at dealer did not do there job. David states the customer has been coming to his dealership 10/2004. and has been in his shop a total of ten times since customer has owned vehicle and headlight problems have never been documented.
 Customer transferred to the internal Tier 2 escalation line for further review of concern.
 per Rji6.
 Writer reviewed the above assistance request with the customer. Agent called dealer 66479 and spoke to David, who verified that the vehicle needs a headlight switch. The dealer was unable to diagnose an airbag light issue. Exact vehicle mileage of 41,923. Dealer was unable to obtain complete warranty repair cost due to dealerconnect being down. Customer cost of \$187.00. Due to system concern CCAC will reimburse the customer

minus 25.00 due to owner loyalty (3) vehicles per COIN and short time outside of warranty. Writer informed customer of the above offer, provided fax information, verified mailing address, and referred the customer to a Dodge dealership for recall completion. Customer states the dealership is in the process of completing the recall.

Writer received fax of repair documentation requested for reimbursement of a headlight switch repair performed at dealer 66479 on 8/9/07. The part cost was \$77.00, labor 72.00, and tax 8.94 for a total of 157.94.

Agent called the dealership and spoke to Dan who verified payment. CCAC reimbursing the agreed upon amount of 132.94. Check processed for 132.94 for agreed upon amount.

Customer Assistance Inquiry Record (CAIR)# 16618882

VIN	2D4GP44L0 5R [REDACTED]	Open Date	08/13/2007	Built Date	06/02/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	06/27/2005	Mileage	24,600	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44664	RON BOUCHARD CHRYSLER DODGE			
Dealer Address	282 LUNENBURG ST				
Dealer City	FITCHBURG	Dealer State	MA	Dealer Zip	01420
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SHIRLEY MA [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Personnel - Courteous - Service Management	Customer says she is very pleased with Chiara, the service manager.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights will flicker and go out at times.
Product - Electrical - Engine Wiring - Other - Default	Customer states that the wiring harness was replaced for light issues.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states vehicle has been at dealer for repairs 3 times for issue.

Purchased New or Used? New
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 N/a
 Customer states that the headlights keep going off on the vehicle. She says that it has been at the dealer three times for repairs, and says that the vehicle has been at the dealer since Wednesday. She states that when the issue happens, the lights will flicker on and off, and sometimes shut off altogether. She said that in January, she went to start the vehicle, and says that nothing on the dashboard would come on, and states that the engine did come on, but no lights would come on. Customer states that she does not feel safe in this vehicle, and says that she wants a reliable vehicle she can count on. She states that she would like a new vehicle. She states that the dealer is going to sent her home with the vehicle today because they cannot diagnosis. She said that she has been working with the service manager, Chiara, and states that she has been wonderful and extremely helpful for customer. Agent contacted dealer and spoke with Chiara, the service manager. She provided the following repair history for vehicle.
 01/11/07 at 18309 miles the headlights would intermittently go out. Dealer found no codes, STAR online indicated to replace headlamp switch, per tech tip. No duplication was found, but repair was done per tech tip.
 07/31/07 at 23,443 miles, the headlights flickering per customer, no codes found, but per tech tip, battery was replaced.
 08/10/07 at 24,600 miles, states that headlights shut off for 12 seconds, and came back on. Dealer says that vehicle has been test driven, but no

duplication was found. Dealer is waiting to speak with STAR Center. No updates to tech tips, and no bulletins found.

Agent advised Chiara that due to repair history, and customer s request for buyback, agent is sending a direct to dealer, and having a case manager review file. Chiara stated that she would welcome any technical assistance that STAR could provide.

Agent consulted with MDB79, and will reassign file for further review of customer s buyback.

Agent contacted customer and advised her that she would be contacted back regarding her request for buyback. She stated again that the dealer has been wonderful, and that she is very pleased with Chiara. Agent advised that her comments were noted. Customer said that if secondary number needed to be contacted [REDACTED], it was extension 20.

DIRECT-TO-DEALER (Code=1B)

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Chiara to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION [REDACTED]

#####

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 32 44664 08/13/07 15:09 O 16618882

The customer states that she is supposed to be receiving a call back and agent informed her that the file was sent to the dealership to get the appropriate parties involved and that the file will bring this to the attention of the GM, DM that she is requesting lemon law/ buy back. The customer was referred to the dealership for any updates on her file.

*****OWNER RETENTION TASKFORCE TEAM*****

Please refer all calls to Paula Kerr at (800)215-6230 extension 443

Spoke with Chiara, Service Manager and she said that she hasn t heard from the customer in about a week. They took care of the squeaking noise by lubricating the strut boot. Unable to duplicate the concern of the headlight flickering. Chiara said that she took the car home with her three nights and the dealership s service director took it two nights and it was driven during the day and they were still unable to duplicate the concern. djs Spoke with Mr. [REDACTED] at his office and he said that the vehicle is working fine. Closing case. djs

Mrs. [REDACTED] called and said that the car s headlights are flickering again. She said that she wanted out of the vehicle because she has to drive dark roads and it scares her children when the lights are inoperable.

Called Chiara LeClaire, Service Manager at the dealership to let her know that the customer would be returning the car to the dealership and asked her to call us so that we could collaborate on getting an assessment of what s going on with her flickering headlights. djs

Customer seeks update on this file. Previous owner called in regarding CAIR#: 16618882. Customer report her case manager Paula no longer work at Chrysler and was referred to a DJ

Street in Texas. Customer reports that headlight went out on previously owned vehicle . Customer report traded vehicle for another vehicle since the headlight never could work. Customer report traded in for a Honda. Customer was promised that a DJ Street in Texas that the would pay off her loan. Agent consulted with CDC45 and was advised to document and reassign to OWNER RETENTION BUYBACK TASKFORCE TEAM.

Customer wanted DCX to reimburse her for \$1300 that she paid for a downpayment as she traded her vehicle for a Honda. We told her that once she traded the vehicle to the dealership that sold her the Honda, we were out of the equation. Customer was unhappy with our response.



Customer Assistance Inquiry Record (CAIR)# 16639917

VIN	2D4GP44L6	5R [REDACTED]	Open Date	08/17/2007	Built Date	11/01/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	12/31/2004	Mileage	32,482	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44091	TOMKINSON DODGE INCORPORATED					
Dealer Address	929 AVENUE OF AUTOS						
Dealer City	FORT WAYNE			Dealer State	IN	Dealer Zip	46804
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	SOUTH WHITLEY IN [REDACTED]				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the dash lights and headlights flicker.
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Customer claims to be having issues with the headlights in the vehicle intermittently flickering. Customer states she has been to the dealership four times in regards to this but they stated they have done all they can to correct the issue even though it is still occurring. Customer has no plans to take the vehicle back to a dealer at this time. Agent informed customer the next time she has the vehicle at the dealer to contact CCAC to have a file forwarded to get additional parties involved.

Customer Assistance Inquiry Record (CAIR)#	16643670
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VIN	2D4GP44L6 6R [REDACTED]	Open Date	08/20/2007	Built Date	08/17/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	11/10/2005	Mileage	32,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44732	CHARAPP CHRYSLER JEEP & DODGE			
Dealer Address	13251 STATE ROUTE 422				
Dealer City	KITTANNING	Dealer State	PA	Dealer Zip	16201
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CHICORA PA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer having issues with the headlamps.
Product - Steering - Steering Wheel / Column - Seizes, Sticks, Binds - Default	Customer having issues with the steering wheel tightening.

Customer called in stating there is an issue with the head lamps going out at night, and also the steering wheel. Customer claims the turn signal is not working properly either. Customer claims the headlight switch has been replaced three times for the issue. The last repair was last week and they are fine as of now. Customer had the issue with the steering wheel over the weekend. Customer used the turn signal and the steering wheel tightened up to turn the signal off. Customer has an appointment set today. Customer is seeking Lemon Law on the vehicle. The customer goes to dealer 44732 for the issues. Agent called the dealer and spoke with Jim the service manager. Jim stated there is not a current issue with the headlamps and the signal was replaced Thursday last week. Jim stated the current concern is the steering wheel and turn signal is a different issue. Agent informed the customer to keep working with his dealer per terms of his warranty. Agent referred to the blue and white booklet for the Lemon Law.

Customer Assistance Inquiry Record (CAIR)# **16648968**

VIN	1D4GP25B2 5B [REDACTED]	Open Date	09/24/2007	Built Date	07/01/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	05/30/2005	Mileage	46,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44995	SOLOMON CHRYLER JEEP DODGE	BROWNSVILLE		
Dealer Address	409 NATIONAL PIKE W				
Dealer City	BROWNSVILLE	Dealer State	PA	Dealer Zip	15417
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SCOTTDALE PA [REDACTED]	Country	UNITED STATES		

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	advised to visit authorized CDJ dealer to make recall G09 complete
Recall - G09: 05 RS IMPACT SENSOR - Reimbursement	customer seeks reimbursement for G09 repairs

Purchased New 05-30-05 Mileage 266 Purchased from Solomon CDJ 44995
 Repairs at an IRF, paid via cash- Recall Related
 Customer seeking reimbursement for G09 recall repairs. The repairs were done on 06-18-07 at Greg s Car Care. The customer sent in an invoice indicating that the repair was paid for by cash. Agent contacted the independent repair facility on 09-24-07 at 2:32 p.m. at 724-887-4811 and spoke to Greg. Greg stated that the G09 repairs were performed on 06-18-07 the fuse panel box was also cleaned as Greg called the CDJ dealership to see about as to why the customer may be having the headlight problem. CDJ said he should clean the fuse panel as it may corrode due to rust. Greg verified the repairs were paid in full . The repair cost are as follows:
 Labor-\$45.00
 Parts-\$127.00
 Tax-\$10.32
 The total amount of the repair was \$182.32. Due to the fact the repair was due to recall G09, Chrysler will reimburse the customer in the amount of \$182.32. Per JAY18.
 Agent called customer on 09-24-07 at 3:00 p.m. on the [REDACTED] phone and spoke to customer who agreed to reimbursement amount of \$182.32 for repairs done for recall G09. Verified address for check to be sent and customer will allow 30 days to receive check. Gave 1-800-992-1997 CCS phone number and 16648968 reference number. Advised that recall G09 is incomplete and to visit an authorized CDJ dealer to have inspection. Agent created check for total \$182.32 payable to Merritt Bailey 719 Pittsburgh St. Scottsdale PA 15683 Agent reassigned to 81K.
 Processing check.

Customer Assistance Inquiry Record (CAIR)#	16650455
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VIN	2A4GP54L7 6R [REDACTED]	Open Date	08/21/2007	Built Date	03/02/2006
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING	
In Service Dt	07/25/2006	Mileage	28,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68752	WATSEKA CHRYSLER DODGE JEEP INC			
Dealer Address	317 W WALNUT STREET				
Dealer City	WATSEKA	Dealer State	IL	Dealer Zip	60970

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	CLIFTON IL [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer is having a concern with the headlights.
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Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 N/A
 Customer stated that a co pilot was just taken off four the fourth time and her concerns have not been duplicated. Customer stated that the district manager will not call her back. Customer wants to know what to do. Agent advised customer to work with the dealership. Customer stated they will not work with her. Agent advised customer to work with another dealership. Customer wants to speak to a supervisor. Agent advised customer that agent is empowered. Customer wants to speak to a supervisor. Agent advised customer that a supervisor was consulted and concurred. Customer wants to speak a supervisor. Agent called dealership 68752 and spoke to Steve the Service Manager. Steve stated that a co pilot has been installed and it will not take any information from the dealership. Steve stated that the district manager was involved and now there is a new district manager now. Agent advised customer that a supervisor was consulted again and dealer information could be provided. Customer wants to speak a supervisor.
 ****AMM97 took over call****
 Customer stated that the dealer told her call and the District Manager is no longer looking into her case. Agent advised customer that she can go to another dealership. Customer stated that she is getting the run around. Agent advised customer that she can go to another dealership or stay at this dealership. Customer wants to know who the new District Manager is. Agent advised customer that agent does not have this information.

Customer Assistance Inquiry Record (CAIR)# **16672963**

VIN	2D4GP44L9 5R	Open Date	08/27/2007	Built Date	10/04/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	11/26/2004	Mileage	30,000	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	45090	BURGIN DODGE
Dealer Address	4500 CLINTON HIGHWAY	
Dealer City	KNOXVILLE	Dealer State TN Dealer Zip 37912

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	KNOXVILLE TN	Country	UNITED STATES

Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	doors intermittent
Product - Body / Trim / Paint Finish - Seat Upholstery - Broken, Cracked - Unknown	seat broken
Product - Wheels and Tires - Tires - Excessive Tire Wear - Unknown	tires worn
Product - Electrical - Lamps and Switches - Other - Default	turn signals
Product - Drivability - Unknown - Other - Default	vehicle cut off
Product - Suspension - Unknown - Noisy - Unknown	vehicle noisy

Purchased New or Used?new
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle?
 na
 Customer, Ester Glen called in stating that the seat is broken, the vehicle stopped in the middle of the road, when turning on right signal the left also comes on, the tires are worn, the sliding doors have intermittent issues, there is noise/shaking in the front end, and intermittently there is a strong aroma of gas in the vehicle. Customer feels that this vehicle is a lemon. Contacted dealer and spoke with Larry, manager.
 5/29/07- 1 day out of service 24283m headlights on signals come on-- unable to duplicate; a/c intermittent--recharge and add freon; engine stalls when stop-- flash computer; left sliding door inoperative-- unable to duplicate
 4/30/07- 21715m no start-- replace battery
 4/20/07- 1 day no start concern--battery and computer fine at this time; oil change performed
 3/7/07- 1 day 19055m right rear vent window unable to open-- replace master switch; battery complaint--charge and system check
 2/28/07- 2 days out of service driver seat bezel broken-- replace trim panel; right slide door intermittent-- unable to duplicate; power steering leak-- replace rack and pinion; noise in front end-- rack and pinion related; right front seat belt tightens when going up hill-- unable to duplicate
 Advised customer that the file is being forwarded to get appropriate parties involved. Advised caller to maintain contact with the dealer.
 ##### DIRECT-TO-DEALER (Code=1B) #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to

resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Larry to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 66 45090 08/27/07 14:58 O 16672963

***Customer calling to report that it will cost over \$600.00 for the repairs. Customer seeking assistance with the repairs. Customer states the brakes and rotors for the front need to be replaced along with the axle. Customer states that the rotors in the rear need to be replaced. Agent consulted with WHH17. Agent contacted the dealer 45090 and spoke with Alan, service writer. Alan informed the agent that the brakes, pads, and rotors need to be replaced. Alan stated he is already giving her a discount on the parts and labor. Agent consulted with DLP68 and Chrysler will not be able to assist with the repairs due to that fact that the dealer is already assisting.

*Contact Date:09/01/2007

Service / Parts Director at the dealership has updated the Cair# 16672963
An appointment has been set with the customer.

*Contact Date:09/14/2007

Service Director at the dealership has updated the Cair# 16672963
An appointment has been set with the customer.

Customer Assistance Inquiry Record (CAIR)# 16686683

VIN	1D4GP45R6 5B [REDACTED]	Open Date	08/30/2007	Built Date	08/10/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	12/16/2004	Mileage	32,000	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	41917	DUTCHESS CHRYSLER JEEP DODGE			
Dealer Address	2285 SOUTH RD				
Dealer City	POUGHKEEPSIE	Dealer State	NY	Dealer Zip	12601
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HOPEWELL JUNCTION NY [REDACTED]	Country	UNITED STATES		

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Corporate - CNA Change - Default - Default - Default	Customer needed to change address
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer states that door locks do not work
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights work intermittently
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer states that sat this time the windows are operating slowly
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer states that the rack is having to be replaced again

Purchased New or Used? New
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 n/a
 Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Dodge dealer to schedule an appointment to complete recall repair.
 Customer needed to change address and agent did so.
 Customer states that she has had numerous issues with this vehicle . She says that she wants out of the vehicle. She has had the vehicle to three differnet dealers for these issues. She says that Chrysler had told her that if her issues still existed that they would make it right. Customer states that she wants out of the vehicle.
 Agent contacted dealer 41917 and spoke to Richard the service manager who informed him that this is the first time this dealer has seen this vehicle. He also provuded the following information
 Vehicle arrived at the dealer on 8/29/07 at 32835 miles Customer complains that the power door locks do not work, that there is a noise from the front susoension when turning, that the headlights work when they want to, that the windows operate slowly or not at all, that the

A/C does not cool properly and the vehicle hesitates when the A/C is on. Richard says that the dealer is replacing the rack,sway bar, and bushings for the noise issue. they are replacing a switch for the headlight issue. That there is a software upgrade available for the lock issue. He also said that they have not been able to duplicate the window issue and the A/C/hesitation issue. He also said that the check engine light was on but they have not yet had a chance to look into that.

Agent contacted dealer 60266 and spoke to wayne the service manager who provided the following history.

on 3/27/06 at 12951 miles headlights intermittent dealer unable to duplicate

on 1/6/06 at 15001 miles customer complains of noise in front end while turning. Dealer unable to duplicate.

Agent contacted dealer 44115 and spoke to Anthont the service manager who provided the following information.

On 4/14/05 at 3735 miles customer complains of a rubbing noise while turning.

Dealer ordered a rack which was replaced on 4/28/05 at 4150 miles

On 12/15/05 at 10766 miles Customer complains of pulling to the right and a noise in the front end when turning.

Dealer found that the tires had only 25 PSI and properly inflated the tires which corrected the pulling issue. Dealer was not able to duplicate the noise.

Agent informed Richard at dealer 41917 and the customer that the file was being sent to the dealer to get the appropriat parties involved.

DIRECT-TO-DEALER (Code=1A) #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Richard to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]
#####

REASSIGNED TO BC/DLR 32 41917 08/30/07 13:52 O 16686683
*Contact Date:09/04/2007

Service Manager at the dealership has closed the Cair# 16686683
Warranty repair has been documented on Repair Order#4393

CAIR RETURNED FROM DEALER ON 9/04/2007 AT 09:37:619 R 16686683
*****D2D Case Manager Followup***** Mike 248-944-7173.

Called dealer on 9/5/07 SM advised vehicle issues have been fixed owner has not been back. Writer called customer same day no answer left message with direct phone number to call if further assistance is needed.

Called customer back again on 9/6/07 still no answer left second message to go over concerns with vehicle provided direct number for further assistance.

Called customer back again on 9/7/07 no answer left message with direct phone number if further assistance is needed. Dealer has fixed issues with vehicle customer has not come back.

Customer called writer on 9/18/07 said vehicle is going back in for door issue again. Writer will authorize rental when vehicle is diagnosed.

Dealer was contacted on 9/25/07 SM said all repairs were completed and customer picked up vehicle. Writer contacted customer who said issues with door were fixed. Provided direct phone number if further assistance is needed.

Customer Assistance Inquiry Record (CAIR)# 16691552

VIN	1C4GP45R1 5B [REDACTED]	Open Date	08/31/2007	Built Date	03/21/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	04/12/2005	Mileage	55,206	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	60111	SHERWOOD CHRYSLER JEEP DODGE OF	SALISBURY		
Dealer Address	1915 NORTH SALISBURY BLVD.				
Dealer City	SALISBURY	Dealer State	MD	Dealer Zip	21801
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	KANSAS CITY MO [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states check engine light is on and headlamps inop.
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Customer Assistance Inquiry Record (CAIR)#						16708832
VIN	1D4GP24RX	5B [REDACTED]	Open Date	09/06/2007	Built Date	08/04/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	08/19/2005	Mileage	27,200	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42310	GULF COAST DODGE INC				
Dealer Address	15565 S TAMIAMI TRAIL					
Dealer City	FT MYERS	Dealer State	FL	Dealer Zip	33908	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	LEHIGH ACRES FL [REDACTED]			Country	UNITED STATES	

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer has acceleration issues.
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Front-Driver	Customer has axle issues.
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Front-Pass	Customer has axle issues.
Product - Electrical - Unknown - Defective - Default	Customer has electrical issues.

Purchased New or Used? New
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle?
CDJ dealer
Customer states her axle has broke for the second time today and she has had several electrical issues. Customer states she no longer feels comfortable in the vehicle and she would like to have a new one. Agent called dealership 42310 @ 239-482-2200 and spoke with Carol. Carol provides following repair history:
9/6/07-9/6/07 27491miles: Customer complains about the axle. Dealership replaces front right axle.
6/13/07-6/13/07 26019 miles: Customer complains of dash lights AC and head lights all going off. Dealership replaced battery.
1/19/07-1/22/07 23302 miles: Customer complains of turn signals not working on dash. Dealership could not duplicate the problem.
11/24/06-1/27/06 21913 miles: Customer complains of no power when accelerating. Dealership could not duplicate problem.
10/6/06-10/9/06 19730 miles: Customer complains of clanking noise in front end. Dealership replaces front left axle.
Agent informed Carol the vehicle has been off road for more than ten days and to expect the file. Carol agreed. Agent informed customer the file is being forwarded to get the appropriate parties involved and to refer to her blue and white booklet for further information on the Lemon Law. Agent explained Lemon Law is bound by local and state laws and the necessary information will in that booklet. Agent provided reference number. Customer understood.
DIRECT-TO-DEALER (Code=1B) #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Carol to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 66 42310 09/06/07 18:39 O 16708832

Customer called back stating that the electrical issue is still occurring on the vehicle. She stated that the vehicle has made her stranded again and she is waiting on a tow truck to pick up the vehicle. Customer stated that the vehicle is grinding noise when turning and it is riding rough. She stated that she sent in the letter in for arbitration inquiry. She stated that this was sent on 09/10/07. Customer stated that she wanted this documented in this file. Agent advised that this information has been documented for her.

****D2D CASE MANAGER FOLLOW-UP**** Case Manager NAME: Susan Telephone: 248 944-7057

Called dealer and spoke with Matt who states they did go on test drive and verified one concern. States they are still inspecting. Provided direct line and informed Matt if owner needs loaner writer will authorize.

Called owner who states she is frustrated with vehicle and is seeking loaner.

Informed owner writer will offer loaner as goodwill and referred to Matt at dealer.

Provided owner writers 800/ext.

Owner appreciated the call.

REASSIGNED TO BC/DLR 66 42310 09/14/07 11:12 O 16708832

Owner called back and states she spoke with Matt who informed her he would call her back if vehicle was not ready by today.

She would also like to document that previously dealer informed her she did not give them enough time to inspect. States each time they would only keep it one night and tell her to pick it up the next day.

States she is willing to leave it longer.

Called Matt who states they will keep vehicle a little longer but have not been able to duplicate.

States he will call owner back and set her up in loaner for the weekend and will continue to test.

REASSIGNED TO BC/DLR 66 42310 09/14/07 16:15 O 16708832

Owner left message requesting writer reimburse her for rental insurance which cost her 14.00.

Left message for owner requesting she fax receipt / proof of payment to writer at [REDACTED].

**Spoke with Matt who states dealer could not duplicate any problems with the vehicle. States he is going to call owner but knows she is not going to be happy. States owner had loaner for a total of 6 days at 35.00 a day.

Writer will submit PA CLAIM.

* Owner left message.

Spoke with owner to explain no repairs can be made if dealer can not duplicate and no codes come up in the system.

Owner understands and will call back if problem gets worse.

Owner sent fax. Called Matt at dealer and left message.

Received fax from owner from Enterprise for 5 days of insurance at 14.99 a day = 74.95.

As one time goodwill offer writer will reimburse for insurance.

Customer called regarding her concern and the reimbursement. Customer had a question would only speak with case manager Susan about this. Agent transferred to her extension.

Customer Assistance Inquiry Record (CAIR)#						16726933	
VIN	2A4GP54L5	6R	Open Date	09/12/2007	Built Date	06/23/2006	
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	10/05/2006	Mileage	10,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	60284	MIKE ANDERSON CHRYSLER DODGE	SUPERCENTER OF LOGANSPO, INC.				
Dealer Address	417-23 SOUTH THIRD STREET						
Dealer City	LOGANSPO	Dealer State	IN	Dealer Zip	46947		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	KOKOMO IN					Country	UNITED STATES

Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	Customer calling to complain about his brake light coming on.
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Purchased New or Used? new
If Used, date purchased? n/a Mileage? n/a
From whom did customer purchase used vehicle?
n/a
Customer states that he has had several problems with the vehicle. He is seeking lemon law.
Agent contacted dealership and spoke with Mark.
Service history:
7/9/07 8197 mi check engine light, rough running, uneven tire wear, replaced EGR valve, tire rotation
3/16/07 4365 mi fluid leak in left front wheel area, replaced left front strut
3/8/07 4143 mi tire losing air, no resolution
12/12/06 1500 mi Blower motor only works on low, replaced blower motor resistor, rear hatch leaking in middle, replaced weatherstrip
DIRECT-TO-DEALER Code=1A #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.
Agent called dealer and spoke to Mark to inform that CAIR was being sent.
CUSTOMER CONTACT INFORMATION: #####

REASSIGNED TO BC/DLR 42 60284 09/12/07 14:55 O 16726933
Customer stated his brake light went out the low air in tire light is on and there is air in the tire and the headlights go off all together.
Customer seeking what is going on. Customer stated he is tired of fixing something every month. Customer stated he is waiting on the dealership to contact him back. Customer stated the vehicle keeps messing up. Agent contacted dealership and spoke with mark to verify the repair history and it was the same. Agent consulted with Mf640 and stated the customer is going to have to wait on the dealership to contact him back. Customer stated he is going to wait on the dealership to contact him back but this is the last Chrysler product he will ever own and then disconnected

****D2D CASE MANAGER FOLLOW-UP**** Case Manager NAME: Tom Telephone:248
944 7108

I called the dealer and spoke to Mark. Vehicle has been repaired and
owner picked it up yesterday.

-

I called the owner and left a message with mrs.

I provided the file number, my name and number as well. She says there
are no outstanding issues at this time.

-()

Customer Assistance Inquiry Record (CAIR)#	16730907
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VIN	1C4GP45RX 5B [REDACTED]	Open Date	09/13/2007	Built Date	09/02/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	09/23/2004	Mileage	73,000	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68868	MOTORQUEST OF JACKSON L.L.C.			
Dealer Address	3500 PAGE AVENUE				
Dealer City	JACKSON	Dealer State	MI	Dealer Zip	49203
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	JACKSON MI [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	Headlights not working properly.
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Purchased New or Used? New
 If Used, date purchased?NA Mileage?NA
 From whom did customer purchase used vehicle?CDJ dealer
 Customer calling in seeking some assistance with the repair of her head light switch. Customer alleges she experienced the problem while in warranty, but dealership could not find the problem at the time of visit. Customer is wanting repair to be done under warranty. Agent consulted with LGP14 and CCAC will not assist with the repair of the headlight switch. Customer disconnected the line.

Customer Assistance Inquiry Record (CAIR)#						16747756
VIN	1D4GP45R1 6B [REDACTED]	Open Date	09/18/2007	Built Date	07/15/2006	
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT		
In Service Dt	09/29/2006	Mileage	13,000	Dealer Zone	32 NEW YORK	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44163	LINCOLN DODGE CHRYSLER JEEP				
Dealer Address	618 WASHINGTON HWY					
Dealer City	LINCOLN	Dealer State	RI	Dealer Zip	02865	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	SLATERSVILLE RI [REDACTED]	Country	UNITED STATES			

Product - Brakes - Disc Brake Assy/Calipers - Worn - Rear	Customer states the rear rotors are worn.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the vehicle has an intermittent issue with the lights.

Purchased New or Used? new
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer states the vehicle has been taken to the dealership and claims the lights will turn on and off. Customer claims the lights were working this morning and claims the dealership was unable to diagnose the vehicle. Customer claims the front rotors are warped and claims she no longer wants the vehicle. Agent contacted dealership 44163 and spoke to Marty who states the issue could not be duplicated. Marty state the vehicle was at the dealership on
 09/18/07 at 13202 for head lights flashing, no duplication
 06/29/07 at 9611 for vehicle shimmy, front rotors replaced
 Marty states there is not any information documented on the rear rotors. Agent informed Marty a direct to dealer CAIR would be sent. Agent informed customer the file would be forwarded to the dealership and advised to continue working with the dealership.
 Customer states she does not want to make the payment for the vehicle. Agent informed customer that would be at her own discretion. Agent advised customer to continue working with the dealership.
 Caller seeking update. She states she does not like the dealership she is working with right now. Agent advised caller that she is free to work with another dealership if she wishes. She states that 44163 has become increasingly rude to her and she would prefer to work with another dealership. She is wanting to know if she should stay in contact with 44163 since a file was sent. Agent advised caller she could work with another dealership and would not need to stay in contact with 44163 and if the dealership she is working with can not resolve her problem she is free to contact Chrysler to see what options are available at that time and if a file can be sent to that dealership at that time. Caller stated

that is what she wanted to do.

File was further reviewed with TLD50 and JLM172 and direct to dealer is not necessary at this time. Customer was advised to continue working with the dealership.

Customer Assistance Inquiry Record (CAIR)# 16748056

VIN	1D4GP24R7 5B [REDACTED]	Open Date	09/26/2007	Built Date	11/11/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	11/15/2004	Mileage	37,000	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	HEALDTON OK [REDACTED]	Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	States dash board lights flashing.
Product - Electrical - Radio/Spkr/Clock/Antenna - Noisy/Static/Interference - Default	States radio pops.
Product - Electrical - Lamps and Switches - Other - Default	States the head lights flashing.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Problems with my Dodge Grand Caravan
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 03/13/07 Mileage? n/a
 From whom did customer purchase used vehicle? n/a

EMAIL STATES:

Have had problems with dash board lights flashing, head lights flashing, radio popping, etc. Dealer is refusing to help. Have had these problems since February when I bought the car. Finally was sent to Glen Polk in Gainesville, TX. Found out the vehicle has been in a wreck. Received the vehicle back in 6 weeks and now the problem is worse. Please help.
 *****END OF EMAIL*****

REPLY STATES:

Thank you for contacting the Dodge Customer Assistance Center regarding the dash board light issue you are experiencing with your 2005 Dodge Grand Caravan.
 We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.
 We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thanks again for your email.
 *****END OF REPLY*****

Customer Assistance Inquiry Record (CAIR)# 16756899

VIN	1D4GP24R8 5B [REDACTED]	Open Date	09/20/2007	Built Date	06/27/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	06/27/2005	Mileage	43,000	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42866	LYNNWOOD DODGE INC			
Dealer Address	20612 HWY 99				
Dealer City	LYNNWOOD	Dealer State	WA	Dealer Zip	98046
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	EVERETT WA [REDACTED]	Country	UNITED STATES		

Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Agent advised customer of recall.
Recall - F10: WINDSHIELD WIPER MOTOR - Advise Owner/Incomplete Recall	Agent advised customer of recall.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer has a complaint about a service advisor
Referral - Chrysler Credit - Default - Default - Default	Customer referred to Chrysler financial.
Corporate - Dealer Information - Default - Default - Default	Customer seeking another dealership to work with.
Product - Electrical - Lamps and Switches - Other - Default	Customer states the head lights did not work.

Purchased New or Used? Used
 If Used, date purchased? Sept 2006 Mileage? 31,999
 From whom did customer purchase used vehicle? Other dealer
 Customer called stating that the lights on the vehicle stopped working. Customer states she called the dealership and was advised they could not work on the vehicle till next week. Customer states the advisor was Bill and he was rude. Customer states she is very upset with the dealership. Customer states yesterday she sat and read the manual and figured out how to fix the vehicle. Customer states she is wanting to get the recall completed but does not want to take the vehicle to this dealership for the recalls. Agent advised customer that she can take the vehicle to any Dodge dealer. Customer asked agent to call dealer and see if they will look at the vehicle. Agent contacted the dealership and spoke with Tina a service Advisor. Agent advised Tina of the customer s situation and asked if they could look at the vehicle for the customer. Customer then asked about getting the vehicle refinance with Chrysler financial. Agent advised customer would have to speak with Chrysler financial and provided the number and transferred for further assistance. Agent referred Customer to this dealer:
 Dwayne Lane s Dodge
 7800 EVERGREEN WAY

EVERETT, WA 98203
Phone: (425) 267-9000

Customer Assistance Inquiry Record (CAIR)#						16767176	
VIN	2C4GP54L9	5R	Open Date	09/24/2007	Built Date	07/28/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	09/21/2004	Mileage	40,600	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	23294	HAYNES MOTOR COMPANY					
Dealer Address	9520 WEST BROAD STREET						
Dealer City	RICHMOND			Dealer State	VA	Dealer Zip	23294
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	RICHMOND VA [REDACTED]					Country	UNITED STATES
Product - Electrical - Unknown - Other - Default				Software update done on vehicle.			

Purchased New or Used? new
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle?
 na
 Customer states that he brought his vehicle into dealer for his power locks not working and his headlights working intermittently. He states the vehicle needed a software update. He states that he was charged the deductible of \$50 because he is under the warranty. Customer states he is seeking to know why he had to pay \$50 for something that Chrysler should have taken care of. Customer was informed that this is not a recall item. Customer states that he wants to know why he was not notified that the vehicle needed a software update. He states that his vehicle was in for a state inspection and he was not informed of this. Customer seeking to know why he was charged the \$50 deductible for something beyond his control and why Chrysler would not notify the vehicle software needs an update and if he should not have been charged the \$50.00 when will he be reimbursed. Customer states his receipt shows that all the labor and parts etc show zero charge but he was charged \$50.00 for the software update, he states he would think there would be more charges other than the software update. Customer was informed that per his service contract he has a \$50.00 deductible. Customer upset and states he should not have had to pay for this software update. He states this is not how his service contract works. He states that his parts are supposed to be covered and he has the \$50.00 deductible that he pays. Customer upset and requesting a supervisor. Agent advised that concurred with supervisor and customer states that this should have been covered under a recall and he thinks that Chrysler should have notified him that his vehicle needed an update. Agent advised this does not have a recall and that he was charged \$50.00 because that is what his max care service contracts covers. Customer disconnected call.

Customer Assistance Inquiry Record (CAIR)# 16781511

VIN	2A4GP54L7 6R [REDACTED]	Open Date	09/27/2007	Built Date	03/02/2006
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING	
In Service Dt	07/25/2006	Mileage	33,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68752	WATSEKA CHRYSLER DODGE JEEP INC			
Dealer Address	317 W WALNUT STREET				
Dealer City	WATSEKA	Dealer State	IL	Dealer Zip	60970

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	CLIFTON IL [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Other - Door-Sliding	Customer states that the door makes a grinding noise.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states that the vehicle hesitates while driving.
Product - Air Conditioning / Heater - Blower Motor - Inadequate Cooling - Default	Customer states that the vehicle is inadequately cooling.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer states that the window is intermittent and inoperative at times.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Noisy - Default	Transmission is noisy while vehicle is running.

Purchased New or Used? NEW
 If Used, date purchased? n/a Mileage? n/a
 From whom did the customer purchased vehicle?
 CDJ dealership

**
 Customer claims that the vehicle s air conditioner does not cool properly, the window makes a grinding noise, the overhead console is malfunctioning, the engine hesitates and then lunges forward full throttle, the headlights dim and brighten on own and the transmission is making clanking noises. Customer states that he was to be in the process of having the vehicle bought back but has not been able to have anyone return his calls.

/////
 HISTORY:

*
 10/6/06, 7636, overhead read out concern headlamp switch placed in vehicle; 11/30/06, overhead flicker, 12,022 miles, could not duplicate issue;12/20/06, 13,155 miles, could not duplicate issue overhead control module replaced; 02/9/07-02/13/07, 3,872 miles, drive duplicate 100-200 miles, disassembled and could not find ground.
 *

Customer states that he has been to several different dealerships, but no one is helping due to the fact the dealerships keep referring him back to the previous dealership. Per previous cair # 15982545 the case was being handled by 82H. Person handling cair was JHW5 at [REDACTED]. Agent consulted with EMW20 and will transfer customer back since customer is still experiencing issues.

***** ATTN *****

File is not a D2D Cair. Please handle based on merit!! Thanks!
Agent contacted dealership # 68752 and spoke to Steve, Service Manager. Steve stated that as of recent there is a new district manager. Steve states that he does not have the new district manager s number. Steve states that the new district manager did not know about this file and after reviewing the file will be in touch. The co-pilot has not been able to record any of the issues. Steve states that they have test drove the vehicle and kept the co-pilot on the vehicle but have not been able to duplicate the issue. Agent advised Steve that a direct to dealer would be sent. Steve states that he will follow up when the district manager on this file.

DIRECT-TO-DEALER Code=1B #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.
Agent called dealer and spoke to Steve to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED] ###

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.
REASSIGNED TO BC/DLR 51 68752 09/27/07 12:41 R 16781511
****D2D CASE MANAGER FOLLOW-UP**** Case Manager Marvin:
Telephone:2489447034

I spoke with Owner and who mentions his electrical issues happen intermittantly. Headlamps tend to blink once and a while and dealer was unable to replicate.

Owner is unsure what will happen in near future once his warranty is expired.

Writer noted long list of Chrysler products in household.
SR333573 C PETERS, STEVEN 528 E 3100 NORTH RD
TS531610 C PETERS, STEVEN 528 E 3100 NORTH RD
XR420297 C PETERS, STEVEN 528 E 3100 NORTH RD
6R808351 O PETERS, STEVEN 528 E 3100 NORTH RD
Owner claims that MC78 DM called him and offered to extend the warranty but it never happened. Owner asked about what if the electrical issue expires then what? Writer agreed to take care of this as DM was recently reassigned. Writer provided paperwork to B.Rizo for processing of 5/100 Max Care warranty (\$0) Owner was happy. Customer called back stated he has 42,705 mls now. Customer just dropped off this vehicle at the dealership more electrical issues. Reminded owner of CSC. Advised no further assistance that I could provide. Owner wants to buy a 05 Durango (used) and trade out.

Customer Assistance Inquiry Record (CAIR)# 16791916

VIN	2D8GP44L2 5R [REDACTED]	Open Date	10/01/2007	Built Date	01/18/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	01/31/2005	Mileage	64,700	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	23341	HAMILTON CHRYSLER JEEP DODGE, LLC			
Dealer Address	5484 STATE ROUTE 49				
Dealer City	GREENVILLE	Dealer State	OH	Dealer Zip	45331
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GREENVILLE OH [REDACTED]	Country	UNITED STATES		

Product - Fuel System - Gas Pedal - Binds,Sticks,Seized - Default	Accelerator sticks in the up position.
Corporate - Dealer Information - Default - Default - Default	Customer seeking to document a complaint about the vehicle and dealer.
Product - Electrical - Lamps and Switches - Defective - Default	Customer stated that the Light switch needed replacing.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Front and passenger side power sliding doors work intermittently.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Front tie rods had to be replaced.

*****Recall Contact*****

Purchased New or Used? USED
 If Used, date purchased? 03/31/06 Mileage? 64700
 From whom did customer purchase used vehicle?
 23341

Customer called stating that as soon as the customer purchased the vehicle she has been having problems. The light switch needed to be replaced, even though they donot make it any more, the outer tie rod end needed replaceng and the vehicle makes strange noises every time the vehicle starts up. Customer states that the gas pedal also sticks in the up position. Agent offered to transfer the agent for further assistance. Customer stated that was exactly what the customer was looking for. Agent transferred to CCAC for further assistance.

**Customer seeking to file a complaint about her vehicle. Alleges that the tie rods have been replaced, the vehicles accelerator pedal sticks in the up position, the headlight lamp switch was defective and both passenger and driver side power sliding doors in the rear work intermittently. States that she should have not been charged for the headlight lamp switch because, it states on the repair order that it was defective. Agent inquired what exactly she is seeking from Chrysler. Customer informed agent that she wants to be reimbursed for the headlight lamp switch being replaced. Agent consulted with CDC45. Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired. Customer then inquired if the repairs to the gas pedal sticking would be covered under warranty. Agent informed customer of remaining warranty and that pending a diagnosis on the vehicle, that would determine the warranty. Customer thanked agent and released the

call.

Customer Assistance Inquiry Record (CAIR)#	16793713
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VIN	2C4GP44R6 5R [REDACTED]	Open Date	10/01/2007	Built Date	05/28/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	10/24/2005	Mileage	18,000	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43519	DESERT CHRYSLER JEEP DODGE			
Dealer Address	4701 WEST SAHARA				
Dealer City	LAS VEGAS	Dealer State	NV	Dealer Zip	89102
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LAS VEGAS NV [REDACTED]	Country	UNITED STATES		

Product - Brakes - Pads/Shoes - Other - Unknown	Brakes shoes were replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight switch was replaced.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer has brake concern. Vehicle would not stop on three occasions. Dealer told customer it was not warranty concern and they resurfaced new brakes and replaced the shoes. Customer has reported concern to Federal Trade Commission and NHTSA. Second time brake pads were replaced under warranty and headlight switch was replaced. Now brakes are making a noise and they has poor stopping power intermittently. Customer seeking assistance on new brake repair. Declined assistance due to the time and miles outside of the warranty per JLM172.
 Customer states she only has 18,000 miles and she was advised brakes pads and rotors are only covered for first 12 months, 12,000 miles. Customer states rotors are defect and she was advised customer that there are not any incomplete recalls. Customer states she will pursue request somewhere else. Advised customer what she chooses outside of Chrysler is her discretion.

Customer Assistance Inquiry Record (CAIR)#	16795453
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VIN	2D4GP44L0	5R [REDACTED]	Open Date	10/02/2007	Built Date	06/02/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	06/27/2005	Mileage	24,600	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44664	RON BOUCHARD CHRYSLER DODGE				
Dealer Address	282 LUNENBURG ST					
Dealer City	FITCHBURG	Dealer State	MA	Dealer Zip	01420	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	SHIRLEY MA [REDACTED]				Country	UNITED STATES

Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Customer states that headlights will flicker and go out at times.
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Purchased New or Used? new
 Dated purchased used vehicle? na
 Miles? na
 From whom did customer purchase used vehicle? na
 Previous owner called in regarding CAIR#: 16618882. Customer report her case manager Paula no longer work at Chrysler and was referred to DJ Street in Texas. Customer reports that headlight went out on previously owed vehicle . Customer report traded vehicle for another vehicle since the headlight never could work. Customer report traded in for a Honda. Customer was promised that a DJ Street in Texas that the would pay off her loan. Agent consulted with CDC45 and was advised to document and reassign to OWNER RETENTION BUYBACK TASKFORCE TEAM.

Customer Assistance Inquiry Record (CAIR)#						16799975	
VIN	2C4GP44R4	5R [REDACTED]	Open Date	10/03/2007	Built Date	06/08/2004	
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	06/09/2004	Mileage	71,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	67465	CARRIAGE TOWNE CHRYSLER DODGE	JEEP INC				
Dealer Address	2815 STRATFORD RD						
Dealer City	DELAWARE			Dealer State	OH	Dealer Zip	43015
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	DELAWARE OH [REDACTED]				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer seeking assistance with headlight problem
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*****Recall Contact*****

Purchased New or Used? Used
 If Used, date purchased? 4/16/05 Mileage? Unknown
 From whom did customer purchase used vehicle?
 67465
 Customer states headlights go off intermittently. Dealer unable to duplicate problem. Customer seeking assistance with problem. Agent consulted with MF640 and transferred customer for further assistance. Customer stated that she has been to dealer once for an intermittent electrical issue with the headlights. She stated that the dealer was unable to duplicate this concern. She stated that she wants Chrysler to assist with this repair. Agent advised that if the dealer is unable to duplicate the concern and there is no repair that can be done, then Chrysler can not assist with repairing or replacing any components in the vehicle. Agent advised that she can get a second opinion at another dealership. Customer wanted to know if this would be covered under warranty. Agent advised that this would be something that would be covered under 3/36, but she would have to go to dealer to make sure that this would or would not be covered under warranty.

Customer Assistance Inquiry Record (CAIR)# 16808426

VIN	2D4GP44L9 5R	Open Date	10/05/2007	Built Date	10/04/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	12/31/2004	Mileage	37,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PYG LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL 4-SPEED AUTOMATIC TRANSMISSION				
Dealer	09529	WITTRUCK MOTOR COMPANY			
Dealer Address	1019 W US HIGHWAY 30				
Dealer City	CARROLL	Dealer State	IA	Dealer Zip	51401
Owner		Contact Type	TELEPHONE		
Address		Home Phone			
	AUDUBON IA	Country	UNITED STATES		

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default
Customer says the lights on dashboard flicker.

Purchased New or Used? used
If Used, date purchased? 4/25/07 Mileage? 28000
From whom did customer purchase used vehicle?
CDJ dealer
Customer says beginning at 35000 miles the lights on the dashboard randomly flicker. The dealer was unable to duplicate the problem, but they have been able to finally. He is seeking what to do from here.
Agent contacted 09529 and spoke with service manager Jim who verified the vehicle is currently at the dealer with the lights and radio flickering.
Jim says STAR advised the issue would have to get worse before they could repair it.
*8/28/07 at 35748 miles. Dashboard lights flickering. Replaced headlight switch.
*9/28/07 at 36423 miles. Dashboard lights flickering, warning lamps on, gauge failure, and radio intermittent. Could not duplicate problem.
*10/3/07 at 37501 miles. Dash lights flicker, warning lamps on, radio intermittent, gauge failure. Duplicated issue once, but no codes pulled.
\$\$\$ DIRECT-TO-DEALER (Code=4A) \$\$\$\$
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
This Direct-to-Dealer CAIR is being sent for the following reason:
Unresolved vehicle concern / Vehicle off road
Please update this CAIR as required.
Agent called dealer and spoke to Jim to inform that CAIR was being sent.
\$
Customer requesting rental vehicle, agent consulted with TJB100 and advised Chrysler will not be able to assist with a rental vehicle and provided reference number if there are any future issues.
Customer calling to inquire when the District Manager is going to contact the Service Manager regarding this issue. Advised customer that the file will be forwarded to the District Manager for review and that he should keep working with the Service Manager. Customer requested District Manager contact number. Advised customer that information is not available. Customer requested to speak to a supervisor. Advised customer that there is nothing further that can be done. Customer became profane and disconnected call.

Customer Assistance Inquiry Record (CAIR)#	16810865
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VIN	1D4GP25B5 5B [REDACTED]	Open Date	10/05/2007	Built Date	08/04/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	08/27/2004	Mileage	40,000	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	59644	BURLINGTON DODGE INC			
Dealer Address	90 MIDDLESEX TURNPIKE				
Dealer City	BURLINGTON	Dealer State	MA	Dealer Zip	01803
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WOBURN MA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	Customer states head lights go on and off.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Purchased New or Used? New
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used Vehicle? n/a
 Customer states that he is having issues with the vehicle. Customer states that the intermittently the head lights go on and off. Customer states that he was having the issues with the vehicle inside of warranty but the dealer could not duplicate the issue at the time. Customer seeking assistance from Chrysler with the repair. Agent consulted with JMC129 and transferred to the internal Tier 2 escalation line for further review of concern.
 ****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Assistance with headlights.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 mileage: 4000
 time:1 month
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner of only this vehicle seeking assistance in the cost of repairing the headlights. Vehicle has no service contracts and no previous repairs. Customer states there is not a diagnosis on the

vehicle yet.

Informed customer that before Chrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

****Dealer Contact****

Service Manager Paul with dealer 59644 stated they cannot duplicate the concern with the head lights going off whenever the customer hits a bump and he does feel the issue may be caused by the multifunction switch however it has not been verified. Agent informed dealer that CCAC could not make an offer for assistance until the concern has been duplicated.

Customer Assistance Inquiry Record (CAIR)# 16814272

VIN	2C4GP44R0	5R	Open Date	10/08/2007	Built Date	03/12/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	06/29/2004	Mileage	45,529	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	62737	MOTORWORLD CHRYSLER INC				
Dealer Address	150 MOTOR WORLD DR					
Dealer City	WILKES-BARRE	Dealer State	PA	Dealer Zip	18703	
Owner	[REDACTED]			Contact Type	D2D NO CASE MANAGER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	DALLAS PA	[REDACTED]		Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	Advised owner no incomplete recall for lug studs.
Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Advised owner of incomplete recall G09.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlight switch is intermittently inoperative.
Product - Wheels and Tires - Wheels - Other - Unknown	Customer states rear lug studs keep breaking.
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking light switch assistance.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States that the dealership didn't properly diagnose his vehicle.

*****Recall Contact*****

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? CDJdealer
 Customer calls seeking recall information. Advised the customer of incomplete recall G09 this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer inquiring if there is a recall for rear lug studs. Customer alleges he has had 8 lug studs break when removing a tire to rotate or for other reasons. Agent advised customer there are no recalls related to lug studs. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file. Customer inquiring if there is any known technical problem with these components and whether he can get any assistance. Customer states his headlight switch is also inoperative and seeking assistance.

JAY18

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?
 light switch repair assistance
 How far out of warranty is the vehicle/repair by time and/or mileage?
 4 months and 12000 miles.
 Is there a service contract on this vehicle that would cover the repair?
 No.

Is the customer the original owner of this vehicle?

Yes.

How many Chrysler vehicles has the customer owned including this vehicle?

6.

Is there warranty history related to the current concern?

No.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

No.

****End structured narrative CL - GOODWILL ESCALATION

Customer states the rear lug nuts snap when the tires are replaced. The lights do not come on all the time and the switch needs repair. Customer states that he is seeking assistance with getting the light switch replaced and the lug nuts repaired. Customer has his tires changed at an independent repair facility. Agent will transfer for the light switch assistance and can research the assistance for the lug nuts but customer has the tires replaced at an independent repair facility per WHH17. Customer transferred to the internal Tier 2 escalation line for further review of concern. Caller states diagnosed through dealer 62737. Caller states three times he had the lights investigated and the dealer could not duplicate the issue. Caller is seeking an offset on the repair charges to have the light switches fixed.

Informed customer that before Chrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Agent contacted dealer. Agent left message for Dan Deroberto the Service Manager. Agent provided customer with her extensions.

*****Recall Contact*****

Customer called seeking status on goodwill assistance approval. Agent provided reference number 16814272. Agent consulted with Had9 and got permission to transfer to 56810.

***** Recall Contact *****

Customer calling back for goodwill assistance. Customer stated he had got the diagnosis done and the dealer said that the light switch is bad.

Customer stated he had tried to call agent and did not get an answer.

Transfer for further assistance per jrl84

The customer is seeking an update on his file the vehicle has been diagnosed and they have found the issue and he would like to know if CCAC is going to assist him and he was informed that he would have to continue working with TLG64, because she is the one that is currently working on this for him. The customer would also like to complain about the dealership not diagnosing his vehicle while inside of warranty for the concern with the bushings and he was informed that the complaint was documented and was transferred.

Agent received voice mail requesting a return call at phone number - [REDACTED]

Agent contacted dealer 62737. Agent requested the Service Manager Dan Deroberto . Agent received voice mail.

Agent contacted dealer 62737. Agent requested the Service Manager. Agent was transferred to Steve Brown voice mail? Agent left message for return call.

Agent received message from Sandy at dealer requesting a return call .

Agent contacted dealer 62737. Agent spoke with Sandy the Service Advisor who informs the customer needs a power steering rack and a multifunction switch. Sandy informs there is a TSB or solution number which requires replacement of the switch. Sandy informs the rack needs replaced due to a leak at the left inner seal. Sandy states no opposition to assisting this customer. Agent informed of the direct to dealer.

\$\$\$ \$ DIRECT-TO-DEALER (Code=6a) \$ \$ \$ \$ \$ \$ \$ \$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

This Direct-to-Dealer CAIR is being sent for the following reason:

Out of Warranty Assistance RequestPlease update this CAIR as required.

Agent called dealer and spoke to Sandy the Service Advisor to inform that CAIR was being sent.

\$\$\$ \$

REASSIGNED TO BC/DLR 35 62737 11/01/07 11:32 R 16814272

Service Manager at the dealership has closed the Cair# 16814272
After repeated attempts the dealer was unable to contact this customer. CAIR
closed pending further contact from the customer.
CAIR RETURNED FROM DEALER ON 11/19/2007 AT 01:10:340 R 16814272
Customer states his seal is leaking from power steering unit, and seeks
cost assistance.
Transferred to TLG64.

Customer Assistance Inquiry Record (CAIR)# 16856183

VIN	2D4GP44L6 5R [REDACTED]	Open Date	10/19/2007	Built Date	06/02/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	08/01/2005	Mileage	34,600	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	65146	KEENE CHRYSLER DODGE JEEP			
Dealer Address	410 WINCHESTER ST				
Dealer City	KEENE	Dealer State	NH	Dealer Zip	03431
Owner	[REDACTED]	Contact Type	D2D NO CASE MANAGER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	KEENE NH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Body Wiring - Defective - Default | Customer claims she has electrical problems with her vehicle.

Purchased New or Used? new
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 Customer claims she has electrical problems with her vehicle. Customer states she has had door problems, headlights twice, gas gage and the wipers issues. Customer states the door has been looked at three times 5/15/06, 9/26/06, and 2/9/07 because of recall and replaced the door actuator, 10/08/07 . Customer wants to know if Chrysler is willing to warranty her previous issue after her warranty.
 Customer states she is not having electrical issue at the moment.
 Customer states the problem reoccured on 10/08/07.
 Agent called dealership 65146 vehicle and the mark states left slider door does not always work. Agent informed mark a direct to dealer will be sent
 The dealership informed agent
 Date: 10/4/2007
 Mileage: 34102
 Repairs and diagnosis: air bag light is on and replaced sensor, door left sliders does always work with switch and they tested door and replaced wiring for the sliding door
 Date: 2/2007
 Mileage: 22336
 Repair and diagnosis: replaced sliding door accutuator and customer stated both fuel gage and console dropped to zero not able to duplicate.
 Date: 9/25//2006
 Mileage: 18226
 Repair and diagnosis: sliding door will not open electrically and ordered the part
 \$\$\$\$ DIRECT-TO-DEALER Code=4a \$\$\$\$\$\$
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 This Direct-to-Dealer CAIR is being sent for the following reason:
 Unresolved vehicle concern
 Please update this CAIR as required.

Customer Assistance Inquiry Record (CAIR)#	16859450
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VIN	2D4GP24R7	5R	Open Date	10/22/2007	Built Date	01/29/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	02/03/2004	Mileage	104,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	IOWA PARK TX	Country	UNITED STATES

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Advised owner of incomplete recall.
Corporate - Technical Assistance - Default - Default - Default	Seeking technical assistance.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Van has been jerky, lights dim and flicker, had parts changed, nothing helped

***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 04/06/05 Mileage? NA
 From whom did customer purchase used vehicle? NA
 *****BEGIN EMAIL*****

I have a 2004 Dodge Caravan. I have had it for 2 years. It has a 3.0 motor and 104,000 miles on it. For the past 2 months my van has had many problems. While driving down the road the radio will pop and the van will slightly jerk. Then the head lights dim and any interior lights will flicker, including the milage and other lights on the dashboard. Then the gauges will bounce back and forth non stop, from the lowest point to the highest. When this first started happening I noticed if I accelorated above 40mph the gauges would quit bouncing but nothing else would. This would continue unless I pulled over on the side of the road and sit for a few minutes. After sitting I would start my van and everything would be fine unless I droves for a few more miles. So I thought it was the alternator. I got that switched but nothing stopped. During all of this frustration my A.C. quit blowing so I had to get the front A.C. part changed. Since then it has not worked properly. I have taken it to the best car repair places in town and they are confused. If you know what is wrong please let me know. Thank you.
 *****END EMAIL*****

Thank you for contacting the Chrysler Customer Assistance Center regarding the electrical issue in your 2004 Dodge Grand Caravan. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Also, our records indicate that the following recall campaign has not been performed by an authorized Chrysler Motors dealer:

G09 05 RS IMPACT SENSOR

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

*****END RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# 16861617

VIN	2D4GP44L6 5R [REDACTED]	Open Date	10/22/2007	Built Date	08/09/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	08/31/2004	Mileage	72,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	65859	SWEENEY CHRY-DODGE-JEEP INC			
Dealer Address	518 W MAIN ST				
Dealer City	LEBANON	Dealer State	OH	Dealer Zip	45036
Owner	[REDACTED]	Contact Type	D2D NO CASE MANAGER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LEBANON OH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Dealer replaced multifunction switch.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	Passenger sliding door does not work.
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Power steering rack and was leaking and replaced.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Seizes, Sticks, Binds - Default	Transmission got stuck in second gear.
Product - Electrical - Lamps and Switches - Other - Default	Turn signals would not work.
Product - Emissions - Unknown - Other - Default	Vehicle had emissions control issue.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Vehicle has been to dealer for many concerns.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Vehicle has been in shop six times this year. Customer feels her vehicle is a lemon. Transmission got stuck in second gear. Turn signals would not work. Air conditioner is not working. Vehicle has been to dealer twice for turn signals concern. Power steering rack and was leaking and replaced. Vehicle had emissions control issue. Headlights were not working. Passenger sliding door did not work. Vehicle has been to dealer three times for sliding door which intermittently still does not work. Customer did not tell dealer to look at sliding door concern this time. Advised customer that she will have to continue to work with dealer about lemon concern. Advised file will be forwarded to get additional parties involved for resolution of concern since this is second time for turn signals. Called Service Manger Steve who stated repair attempts for turn signal concerns are as follows: On 8/6/06 at 40,857 miles for turn signals not working, they replaced multifunction switch. And current repair date is 10/17/07 at 72,005 miles for turn signals not working, they could not duplicate concern. Same day for transmission impoper

Customer Assistance Inquiry Record (CAIR)#						16879519
VIN	2D4GP24R3	5R [REDACTED]	Open Date	10/26/2007	Built Date	08/23/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	12/31/2004	Mileage	50,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68971	TIM MARBURGER CHRY-JEEP-DODGE				
Dealer Address	2638 WEST STATE STREET					
Dealer City	BRISTOL	Dealer State	TN	Dealer Zip	37620	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BRISTOL TN [REDACTED]				Country	UNITED STATES

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Advise customer of an incomplete recall.
Product - Electrical - Lamps and Switches - Other - Default	States headlights are having problems.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Advise customer of incomplete recall G09, advised to take to dealership to have this completed.
 Customer states there is a problem with the headlights. Customer states that this problem existed while under warranty but it was not addressed until vehicle was out of warranty. Customer states that when the switch inside the vehicle was turned on the lights would not come on immediately. Customer states that randomly while driving the lights will go off and a few seconds later will come back on; customer states that this happened to her while driving in night. Customer states that sometimes when vehicle is shut off the lights will stay on. Customer states that she did not advise dealership of the problem until she was a couple hundred miles out of warranty but thought Chrysler might have a 'grace period'. Customer states the dealership advised her to call and see if Chrysler will pay for repairs since it is out of warranty.
 Consulted with HAD9 and advised that due to vehicle being out of warranty by mileage (and the fact that she did not go to dealership until vehicle was out of warranty although it was occurring) that Chrysler will not assist. Customer wishes to document that she is very disappointed, agent advised that this will be documented.
 Customer seeking supervisor.
 *****RJ16 took over the call. Customer seeking why her case is not covered by Chrysler. Customer was advised that Chrysler will not assist with repairs due to the mileage outside of warranty. Customer wanting a name that she can write to specifically. Customer wanting to know if she sends a letter in if it will be replied to. Agent advised customer that there is a correspondence department here that handles the letters that come in and they do reply to those letters. Customer wanting to know if she can send in an email. Agent advised customer that she can send in an email by going to one of the brand name websites and clicking on contact us. Customer wanting agent to explain in full detail why she is not getting assistance. Customer wanting to know the goodwill policy. Agent advised customer that the goodwill policy is proprietary information.

Customer will send letter or email. RJ16*****

Customer Assistance Inquiry Record (CAIR)# **16895204**

VIN	2C4GP44R8	5R	Open Date	11/03/2007	Built Date	09/21/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	02/19/2005	Mileage	28,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	SUMNER WA	Country	UNITED STATES

Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Pass	Customer is having issue with the window not going up
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated that head light are not working

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Dealership unable to fix warranty issue.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New
If Used, date purchased? N/A Mileage? N/A
EMAIL STATES

Intermittently the head lights will not work and passenger window will not work. After several visits the dealership is unable to replicate the problem. What can you do to solve this problem?

END OF EMAIL
REPLY STATES

Dear Bob:
Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2005 Chrysler Town and Country .
We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.
Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)# 16896016

VIN	2C4GP54LX	5R [REDACTED]	Open Date	11/05/2007	Built Date	01/10/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	01/13/2005	Mileage	38,500	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	68282	LITHIA CENTENNIAL CHRY-JEEP				
Dealer Address	9980 E ARAPAHOE RD					
Dealer City	ENGLEWOOD	Dealer State	CO	Dealer Zip	80112	

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	AURORA CO [REDACTED]	Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer reports on going stalling concern.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states they have had vehicle in numerous times for same problem.

**** EMAIL BRIEF DESCRIPTION CONTENT ****

Certified vehicle cannot be fixed

**** END EMAIL BRIEF DESCRIPTION CONTENT ****

Purchased New or Used? Used

If Used, date purchased? 1/27/07 Mileage? 29534

From whom did customer purchase used vehicle? CDJ dealer

To whom it may concern: We purchased a certified used Town and Country van in January 2007 from Lithia Centennial Chrysler in Centennial, CO.

When

we purchased the van, there were a few problems that needed to be addressed. The driver s side window would not roll up or down. After we bought it and drove it for a few days we noticed that the driver s side sliding door squeaked. There was a humming sound in the front right when turning right. We took the van in a week after purchase and the service department determined that the driver side window worked fine. We picked it

up and the window now rolled down (service didn t find a problem - yet the

sales person pointed it out to us when we looked at it). The humm noise was

due to a brake and they greased the door. We have had the van in a couple of times to fix the humm sound and squeaking in the door - it still does both.

The major issue is the following all occurs simultaneously while driving down the road or sitting at an idle while the vehicle is running:

The ABS, Brake, etc lights come on the dashboard come on while driving down

the road. All of the gauges go from one extreme to the other. The ventilation system will die out. The radio shuts off. The headlights flicker. On occasion the vehicle will stall. We have had the vehicle in 8 times for this and just took it in again. We have been more than patient in

order to get this fixed. When we got the vehicle back after the '1st fix' and being in the shop for well over a week, half a tank of gas was gone.

They did not replace any of the fuel. It costs about \$50 to fill the fuel tank. I have been in constant contact with the GM and Service Manager,

but
the problem cannot be fixed. Chrysler is now sending an engineer out to
try
and fix the problem. We purchased this as a Certified vehicle thinking it
would be a reliable vehicle for years to come. Because of all of these
issues, we have lost a significant amount of income due to missed work
from
dropping it off and picking it up and waiting for loaners. Through all of
these visits to the service department, I have not received a single
survey
on how my experience was. This is a 5 Star Dealer why wouldn't I get a
single survey out of all of these visits. We also rented a van for our
summer vacation because the van was not reliable (\$500 expense). These
extra expenses and frustration is not sitting well with my experience of
a
Chrysler product. I asked the GM to find a replacement and compensate me
for my monetary losses (as he agreed they do not know how to fix this
issue) - he told me that he would work on a trade minus depreciation of
my
vehicle. I would not be looking for another vehicle if this Certified
vehicle was reliable, thus I find this unacceptable. What is Chrysler
going
to do to rectify this situation? I purchased a Certified vehicle that
Chrysler cannot fix and I don't feel as though I am being treated as an
appreciated customer. [REDACTED]

*****END OF EMAIL*****

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center
regarding your 2005 Town and Country concerning not being able to get
vehicle fixed.

I do apologize for any inconvenience that this has been causing you. I
did call Lithia and speak to Orlando, who stated to me that you picked up
the vehicle on Saturday and that it was fixed. If you are still having
problems with your vehicle please feel free to contact us again, either
by email or telephone 1-800-992-1997 Monday thru Friday 8:00 am to 5:30
pm.

Thank you again for your email.

*****END OF EMAIL*****

Stephanie -

I'll call you tomorrow. We did take the vehicle in again and Lithia
performed some work. We have had it in 9 times now for the same issue -
after picking up the vehicle on Saturday, it is still having the same
problem. I would like Chrysler to step in and help me out. The Chrysler
engineer was on site to help, but the problem still exists.

[REDACTED]
*****END OF EMAIL*****

NAN-No response needed.

Customer reports he received an email from CCAC stated that his vehicle
is repaired. Customer reports the vehicle is still stalling and 68282
will not help. Customer reports an engineer did see his vehicle.

Contacted 68282 Jerry, service manager, was not available to obtain
repair his history to get a 4A file sent to that dealership.

Advised customer to continue to work with the dealership or seeks second
opinion from another dealership. Customer is not happy that Chrysler cannot
resolve his stalling concerns.

Customer Assistance Inquiry Record (CAIR)# 16914196

VIN	1D4GP24R1 6B [REDACTED]	Open Date	11/06/2007	Built Date	08/12/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	09/29/2006	Mileage	18,550	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45202	RUSHVILLE CHRYSLER JEEP DODGE, INC.			
Dealer Address	253 BUENA VISTA AVE				
Dealer City	RUSHVILLE	Dealer State	IN	Dealer Zip	46173
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RUSHVILLE IN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights turn off intermittently.
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Purchased New or Used? new
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer states the headlights would go off while driving and the console lights flash. Customer claims the light issue is intermittent and claims the dealership has been unable to repair the issue. Customer claims she would like the vehicle repaired or replaced. Agent contacted dealership 45202 and spoke to Bill who states the vehicle was at the dealership on 07/05/07 at 13391 for headlights and dash lights flashing intermittently, cleaned nut and connections
 05/07/07 at 10721 for headlights and dash lights flashing intermittently, engine power lost, no diagnosis, replaced integrated power module
 03/29/07 at 8634 for headlights and dash lights flashing intermittently, replaced battery
 02/27/07 at 7391 for headlights and dash lights flashing intermittently, bearing and alternator making noise, alternator replaced
 Agent informed Bill a direct to dealer would be sent. Agent informed customer the file would be forwarded to the dealership and advised to continue working with the dealership.
 ##### DIRECT-TO-DEALER (Code=1-B) #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.
 Agent called dealer and spoke to Bill to inform that CAIR was being sent.
 CUSTOMER CONTACT INFORMATION [REDACTED]
 #####

Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 42 45202 11/06/07 16:39 O 16914196

Customer inquiring when he will be given a decision regarding his request for vehicle repurchase. Advised customer that the matter has been forwarded to other parties for review, and that he should keep working with the dealership.

The caller is asking for an update. Agent advised caller all information has been forwarded to the appropriate department. Agent advised caller a representative will call her as case load allows. Caller advised the dealer will not work on the van as the issue of buyback is being looked into. The dealer has asked for their loaner vehicle back. Caller is asking for assistance with a rental vehicle as she feels her vehicle is unsafe to drive.

Agent called dealer and spoke to Scott the service manager. Scott has test driven the vehicle home 4 times and at night and the issue has not been duplicated. The service manager has contacted his Chrysler representative and if no issue is duplicated than they can not do a repair. Caller has been asked to pick up her vehicle and return the loaner vehicle. Agent advised caller that the dealer is not duplicating the issue and the vehicle has been operating within specifications for them so the customer will need to pick her vehicle up. Caller was adamant that she felt unsafe. Agent advised caller that her request is still being looked into and she will be contacted back

***Customer called back seeking an update on the file. Customer stated that she would like to be contacted on her cell phone:

Customer seeking a time frame on when she would be contacted as her headlights are not working at all now. Agent advised of no time frame and advised her to continue to work with the dealer for further assistance. Customer called back as to status of buy back. Agent advised the customer to continue to work with the dealer.

11/13 TA update. Dlr called TA to review and TA talked in length to owner (husband). Owner made no mention at all that the headlights were not working. He stated intermittently the dash lights and head lamps would flicker apx 60 cycles for up to 30 seconds. He also stated the radio display would flicker and if the front and rear HVAC fans were on high speed they would slow up. When asked how frequently this would happen owner stated at worse it would happen 2x/wk. The last repair in May when dlr r/r FCM/IPM the vehicle did not exhibit the issue until just a week ago. Owner also stated that a couple times the vehicle would shut off and turn back on just like you turned the key off and on. He stated his wife was driving once up a hill and the vehicle did not want to seem to pull. Dlr states they have also replaced the Alternator; battery and checked all grounds. TA will provide tech assistance to dlr but will need to do some technical research to see if there is anything common that ties all of these complaints together. mrh

*****OWNER RETENTION TASKFORCE TEAM*****THIS CAIR HAS BEEN ASSIGNED TO PAMELA GLENDENNING AT 888 542 7239 EXT 437. SHOULD CUSTOMER CALL, PLEASE CONTACT ME DIRECTLY, THANKS.

Customer calling back regards to the issue she is having with her vehicle. Customer is seeking lemon law and buyback. Agent attempted to contact PAMELA GLENDENNING AT 888 542 7239 EXT 437. She informed agent to transfer the customer to her, agent did.

1/21/08 - On 11/14/07 PG589 spoke with SM, Scott post test drive. Issue not duplicated, contacted DM, advised to check TIPM by TA - issue not corrected per customer. TA recommended vehicle come back in for additional work to ID and resolve issue. Copies of repair history requested. 11/29- PG589 spoke with DM, N. Bolling, requested assistance scheduling tech advisor, requested update 12/10, 12/13. 12/18/07 informed head lamp switch replaced, unable to duplicate issue when test driving. 12/20/07, dealer/SM call to advise customer issue not resolved, TA has been out- uncertain if the decision to take customer out of vehicle was made - spoke with VW61 in this regarding. VW61 contacted DM and was advised that customers will be offered goodwill certificate, unable to duplicate issue and remove customer from vehicle at this time. Explained to customer on 12/20/07 that a goodwill certificate will be offered,. Customer not sure if this will resolve issue but advised by VW61 that since we have been unable to duplicate issue this

12/21/07 customer brought vehicle to dealer stating lights went out also advised that he is going to consult with an attorney. Customer wanted rental, however vehicle tested fine and was returned. 12/21/07 SM called, says vehicle is misfiring, keeping vehicle for diag and repair, customer offered loaner since vehicle is in for service. Spoke with DM to update on vehicle status. 12/31/07, SM stated vehicle was released on 12/24/07 to customer owner claims issues still exist. Customer advised to work with dealer to identify and address issues. Customer requested to be taken out of vehicle . Advised that per DM (who is familiar with CAIR) he will be offered a goodwill certificate when available. Customer not happy. Per DM, she is handling customer/CAIR. Nothing more I2R can do to assist. Closing CAIR. vw61

Customer Assistance Inquiry Record (CAIR)# 16918736

VIN	1A4GP45R4 6B [REDACTED]	Open Date	11/07/2007	Built Date	09/09/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	09/12/2006	Mileage	18,000	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	64233	RUSS DARROW CHRYSLER INC			
Dealer Address	2801 WEST COLLEGE AVENUE				
Dealer City	APPLETON	Dealer State	WI	Dealer Zip	54911
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MANITOWOC WI [REDACTED]	Country	UNITED STATES		

Product - Electrical - Folding Lamp - Defective - Both - Sides	Customer states that head light was not working correctly.
Product - Drivability - Unknown - Other - Default	Customer states that is noisy all the time.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that issue is not resolved.

Purchased New or Used? NEW
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle? CDJ dealer
 Customer states that he was very displeased with the service that he received from the dealership #64233. Customer states that the dealership has seen the vehicle several times and never repaired the vehicle.
 Customer is now taking it to another dealership for further assistance with this issue. Agent also states that when he went in his headlights were not working correctly and the dealership seemed to want to repair the vehicle and he had to take the issue to another dealership for the head light repair.
 Agent advised customer that the complaint would be forwarded to the dealership and advised him that when he takes it to the dealership for his second opinion to contact Chrysler back. Customer understood.

Customer Assistance Inquiry Record (CAIR)# 16922826

VIN	1D4GP24R1 7B [REDACTED]	Open Date	11/08/2007	Built Date	12/21/2006
Model Year	2007	Body	RSKL53	DODGE GRAND CARAVAN SE LWB WAGON	
In Service Dt	07/30/2007	Mileage	5,500	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB6	MARINE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			
Dealer	44770	BROWN DAUB DODGE INC			
Dealer Address	7720 BATH PIKE				
Dealer City	BATH	Dealer State	PA	Dealer Zip	18014
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NAZARETH PA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Glass - Leaks - Windshield	Customer states that he cant see through the windshield.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlight work intermittantly.

Purchased New or Used? na
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle?na
 Customer states that when it rains he cant see through the windshield, he returned to dealership 44770 several times windshield concern, he states that they first compounded the glass, then they acid washed the glass, then they finally replaced the windshield, and that issue has been resolved. He states that his main concern is the headlights that work on an intermittant basis he states that the dealership can not duplicate th issue.Customer could not hold while Agent contacted dealer 44770 however there was noone available at this time .
 Agent contacted dealer and was advised that either Dean or Bob would have to advise and they were both gone for the day.
 Customer states he had issues with the windshield, which was repaired, but now the headlights go off and on after picking up the vehicle from the dealer. Customer states he spoke with the dealer and would like to know what is happening now. Customer states the left turn signal light on the dash will blink faintly when the right turn signal is on. Agent contacted dealer and was unable to speak with Dean, who was not in, or Bob, who was in a meeting. Agent advised customer that she will contact the dealer at a later time, and offered a callback. Agent advised customer that a diagnosis would need to be done, and customer advised that the dealer is unable to duplicate. Customer asked if he can take the vehicle to another dealer, and agent advised that the customer does not have to use the selling dealership. Customer stated he would like a second opinion, so he will take the vehicle to another dealer. Agent advised that if the dealer is still unable to duplicate the issue, that the customer should continue to work with the dealer. Customer stated he understood.

Customer Assistance Inquiry Record (CAIR)# **16930512**

VIN	2C4GP44R2	5R [REDACTED]	Open Date	11/12/2007	Built Date	06/25/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	08/17/2005	Mileage	52,322	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60088	TEAM DODGE CHRYSLER JEEP OF	HUNTSVILLE			
Dealer Address	130 I-45 SOUTH					
Dealer City	HUNTSVILLE	Dealer State	TX	Dealer Zip	77340	
Owner	[REDACTED]			Contact Type	D2D NO CASE MANAGER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MADISONVILLE TX	[REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	ABS light flashes on and off.
Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	Brake light flashes on and off.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer called stating that the lamps and switches are malfunctioning.
Product - Electrical - Body Control Module - Intermittent or Inoperative - Default	Dealer replaced BCM
Product - Electrical - Unknown - Other - Default	Dealer replaced front control module
Product - Electrical - Battery - Other - Default	Dealer stated battery needed to be replaced.

*****Recall Contact*****

Purchased New or Used? USED

If Used, date purchased? 04/18/07 Mileage? 50601

From whom did customer purchase used vehicle?

44377

Customer called stating that the vehicle s lamps and switches are strobbing on and off like strob lights. Customer states that none of the dealers can fix the problem. Agent transferred to CCAC for further assistance.

Headlights and dash lights blink real fast which is intermittent. Dealer 44377 replaced module a month ago which resolved issue at that time.

Mileage went from 50,601 to over 300,000 miles and dealer put in a Body ground module. Now gauges and headlights are going haywire again. Brake and ABS lights flash on and off. Informed customer file will be sent to get appropriate parties involved Customer states he wants to get rid of this vehicle. Informed customer at this point the only person who can get him out of this vehicle would be the Sales Manager. Called Service Manager Mike of dealer 44377 who stated repair attempts are as follows: On 8/30/07 at 48,794 miles for dash lights and headlights flickering, they recommended replacing battery which was declined. On 9/24/07 at 49,861 miles for dash lights and headlights flickering, they could not duplicate concern. On 10/3/07 at 50,445 miles for dash lights and headlights flickering, they could not duplicate concern. On 10/11/07 at

50,542 miles for dash lights and headlights flickering, they replaced front control module. On 10/16/07 at 51,052 miles for mileage changed to 319,000 miles over night, they found vehicle needed BCM but customer declined repairs. Mike stated vehicle still has old battery and needs BCM. Advised file will not be sent for resolution due to them diagnosing vehicle as needing repairs but customer has declined to get those repairs done which is the reason the issue is still occurring, it is not due to dealer repairs. Informed customer dealer stated they diagnosed vehicle and he declined two different repairs. Customer stated he went to dealer 60088 who replaced BCM and checked battery stating it was fine. Provided reference number to customer before he disconnected because he stated he had to go to work. Advised file will be sent for resolution. Called Service Manager Kenny who stated repair attempts are as follows: On 10/19/07, the mileage was showing incorrect, they replaced BCM and reprogrammed it. On 10/15/07, the mileage was incorrect, they told customer to return for further diagnostics. Informed Kenny customer has been to previous dealer many times for headlights and dash lights coming on and off with no resolution because customer is having the same concern again. Advised Kenny agent will forward information to inform him of vehicle background and to get appropriate parties involved for resolution.

***** DIRECT-TO-DEALER Code=4A *****
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
This Direct-to-Dealer CAIR is being sent for the following reason:

Unresolved vehicle concern

Please update this CAIR as required.

Agent called dealer and spoke to Service Manager Kenny to inform that CAIR was being sent.

REASSIGNED TO BC/DLR 63 60088 11/12/07 10:25 R 16930512

*Contact Date:01/08/2008

Service Manager at the dealership has closed the Cair# 16930512

After repeated attempts the dealer was unable to contact this customer. CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 1/08/2008 AT 03:56:158 R 16930512

Customer Assistance Inquiry Record (CAIR)# 16936562

VIN	2D4GP44L0 5R [REDACTED]	Open Date	11/13/2007	Built Date	02/12/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	05/03/2005	Mileage	47,000	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44351	DULUTH DODGE INC			
Dealer Address	4755 MILLER TRUNK HWY 53				
Dealer City	DULUTH	Dealer State	MN	Dealer Zip	55811
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	EVELETH MN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer has concerns with headlamps.
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Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer is still having electrical concerns. Vehicle was taken to dealer 9/26/07 and it stayed there until 10/10/07. Dealer told customer they only drove the vehicle one time and they did not look at it any further. Service Manager drove it in the daytime and it is hard to see the lights not working. Informed customer file was forwarded to get appropriate parties involved for resolution of concern but dealer did not document anything about it. Called Service Manager AI of dealer 45234 who stated repair attempts are as follows: On 10/27/07 at 42,348 miles for headlights flickering, they were unable to duplicate and they found no concerns. On 6/29/07 for headlights intermittently going out while driving but nothing was done. Customer states that Service Manager told him Chrysler would be writing him a letter after repair from 10/10/07. Previous repair information from cair 16590646 from dealer 44351 are as follows: On 02/27/06 at 13,878 miles for the lights issue: The dealership replaced the front control module. On 12/19/05 at 12,405 miles for the lights issue: The dealership replaced the headlamp switch. On 08/18/05 at 9,645 miles for the lights issue: The dealership could not duplicate the concern. Repair information from dealer 45234 are as follows: On 06/29/07 40348 for the lights issue: The dealership could not duplicate customer's concern. On 12/12/06 32296 for the lights issue: The dealership could not duplicate concern. Customer seeking to have vehicle repurchased because he feels it is unsafe. Advised customer to work with Sales Manager to try to get out of vehicle. Customer states he disagrees with agent because according to the state of Minnesota he will get lemon law. Advised customer he will have to continue to work with dealer on request. Customer states he is going to file suit under Minnesota State Lemon Law. Referred customer to blue and white booklet about Minnesota state lemon law criteria. File was not sent due to previous file being still open to dealer.

Customer Assistance Inquiry Record (CAIR)#						16937322
VIN	1D4GP24R4 5B [REDACTED]	Open Date	11/13/2007	Built Date	03/05/2004	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	07/16/2004	Mileage	50,000	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	54623	CASSENS & SONS INC				
Dealer Address	3333 S HIGHWAY 159					
Dealer City	GLEN CARBON	Dealer State	IL	Dealer Zip	62034	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	BETHALTO IL [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on
Product - Electrical - Power Door Lock / Deck Lid - Defective - Unknown	All doorlock switches defective
Product - Electrical - Body Control Module - Defective - Default	BCM defective
Product - Drive Shaft/Universal Joint - Unknown - Vibration - Front	Customer states front end is loose
Product - Wheels and Tires - Tires - Noisy - Unknown	Customer states that the tires are noisy.
Product - Electrical - Lamps and Switches - Defective - Default	Headlight switch defective
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights go on and off while driving
Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Incomplete recall

Purchased New or Used? New
 If Used, date purchased? 7/16/04 Mileage? N/A
 From whom did customer purchase used vehicle?
 68817
 Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
 Customer states he has had his 2005 vehicle in the shop more than 14 times. He is wanting to sell vehicle. Customer is seeking relief under Lemon Law or other assistance. Customer states headlight switch, door lock switch, BCM are defective, front end loose and air bag light is on. Also vehicle headlights shut off on their own while driving. Dealership unable to resolve problems. Customer stated he had just spoken with service manager Mike. Agent contacted dealership #54623 and spoke to Randy, Service Advisor who stated that the history at the dealership is as follows:
 HISTORY:
 02/05/07
 REPAIRS:
 Oil Change

Driver side locks not working
Replaced BCM
Headlamps unable to duplicate
Clunk in front end - retorqued the axle nuts

12/08/05
REPAIRS
Oil Change

Agent asked Mike if he was willing to assist the customer and Mike stated that no he felt that he did not owe this customer anything and that Chrysler never gave him a t-bone when he did things to help customer s who did not buy the vehicle there. Mike also stated that if the customer had so many issues then he did not want to go behind the other dealerships and fix their mistakes. Agent advised she would note the file of what he stated.

Agent then contacted dealership 43511 and was advised the service history is as follows:

HISTORY
09/05/06
REPAIR:
Windows not working properly - replaced switch for electrical windows

08/08/06
REPAIR:
Windows not working properly - replaced switch for electrical windows

09/06/05
REPAIRS
Replaced Bezel Switch

Customer is seeking assistance with the repairs to the vehicle. Agent reviewed customer s file and customer owns 1 USED and 1 NEW with a maximum care service contract. Customer is seeking assistance with also getting out of the vehicle if possible and agent advised customer that he would have to speak to the dealership about trading the vehicle in. Agent advised customer that the maxi care and that the customer would need to see what is covered and what is not he would need to go to the dealership for further assistance. Customer understood. Agent supplied reference number and agent s direct extension so when customer figured out which dealership he is going to she can forward the file.

Customer Assistance Inquiry Record (CAIR)#	16975872
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VIN	1D4GP24R1 6B [REDACTED]	Open Date	11/29/2007	Built Date	08/12/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	09/29/2006	Mileage	19,200	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45202	RUSHVILLE CHRYSLER JEEP DODGE,	INC.		
Dealer Address	253 BUENA VISTA AVE				
Dealer City	RUSHVILLE	Dealer State	IN	Dealer Zip	46173
Owner	[REDACTED]			Contact Type	LETTER
Address	[REDACTED]			Home Phone	
	RUSHVILLE IN	[REDACTED]	Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that head lights go on and off while driving
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Vehicle Replacement under the Indiana Lemon Law
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle? n/a

EMAIL CONTENT

I have called the customer service number on many occasions concerning my 2006 Dodge Grand Caravan. I need to know what I have to do to get this vehicle replaced under the Indiana Lemon Law. It has been in the service department for repairs at least 6-7 times and under Indiana Law Section I.C. 24-5-13-15 states that the reasonable number of attempts to correct the issue has been reached if the vehicle has been subject to repairs at least 4 times and the problem still exists. I continue to have issues with the headlights dimming down and even shutting off while I am driving down the road. As you can understand, this is a serious safety issue that qualifies under Section I.C. 24-5-13-6. Just last evening (11/26/07) a deer ran out into the road while the headlights were dimmed and resulted in a close call due to the reduced visibility from the dimmed lights. I am requesting the vehicle to be replaced and further service attempts will be denied as my right under the law. Please inform me what next steps are required to have this vehicle replaced. I have consulted an attorney in this matter and would rather this matter to be resolved amongst ourselves and not require resorting to a court of law. Please contact me as quickly as possible and inform me of the course of action to be taken. Thank you for your time.

END EMAIL CONTENT

EMAIL RESPONSE

Thank you for contacting the Chrysler Customer Assistance Center regarding unresolved service concerns with your 2006 Dodge Grand Caravan. Our records indicate that you are currently working with Pamela in

regards to your concerns. For further assistance, please contact Pamela at 888-542-7239 extension 437.

We believe this referral action will provide the best opportunity for review.

Thanks again for your email.

END EMAIL RESPONSE

POSTMARK DATE: 112707; DATE RECEIVED: 112707

Indiana Atty Gens letter rec d and scanned to system. Please review and contact Atty Gens office to resolve.

ATTY GEN DM TO CONTACT OWNER RESOLVE ISSUES UPDATE CAIR AND SEND BACK TO JFS8 FOR RESPONSE TO AG

REASSIGNED TO BC/DLR 42 45202 02/07/08 06:09 R 16975872

Service DM spoke to Service Manager, Scott Nelson, today and he states that concerns have NEVER been duplicated on this concern. DM and dealer have both spoken to customer on multiple occasions also this issue has been reviewed with JFS8 in the Business Center. Chrysler has already agreed to a trade certificate for this customer and the customer has been informed of this multiple times. The Business Center is awaiting the new trade certificates for 2008. Customer has not been willing to bring vehicle back to dealership as of late though they are stating that lights dimming is happening every 5 minutes. If this is the case, the customer has a responsibility to take the vehicle to the dealership. DM closing CAIR at this time and will be in touch with dealer when certificates are available.

NLB26

REASSIGNED TO BC/DLR 42 45202 02/07/08 09:13 R 16975872

Processed a replacement

2/12 Response sent to AG

POSTMARK DATE: 021508; DATE RECEIVED: 022208

Customer Assistance Inquiry Record (CAIR)#						16977844
VIN	2D4GP44L7	7R [REDACTED]	Open Date	11/27/2007	Built Date	03/16/2007
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON		
In Service Dt	09/22/2007	Mileage	2,700	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	44864	BOB-BOYD DODGE				
Dealer Address	2810 N COLUMBUS STREET					
Dealer City	LANCASTER	Dealer State	OH	Dealer Zip	43130	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LANCASTER OH [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer stated he has been to dealer five times for radio concern
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Misaligned / Poor Fit - Door Trim	Door trim was replaced.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side	Driver side sliding door motor was replaced
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Lights dim.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Radio flashes and was previously replaced.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Noisy/Static/Interference - Default	Radio was making a noise
Product - Wheels and Tires - Tires - Air Leak - Front	Tires are losing air.
Product - Wheels and Tires - Tires - Air Leak - Rear	Tires are losing air.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Slips - Default	Transmission feels like it is slipping.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Vibration - Default	radio has a vibration

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer.

Customer called to complain about his vehicles sound system, it has a very bad vibration and the dealership has replaced the radio and speakers once and the service personnel have told him that he was going to have to live with this issue.

Customer is upset that the dealership will not take care of the issue.

Customer also advised that the vehicle was supposed to be new and he found out that the vehicle had body work done before he purchased the vehicle.

Dealership had a specialist on sound systems look at it and was told by that person that he could not find anything wrong with the system.

Customer advised that the system is still not sounding right and the vibration is still there.

Agent advised the customer to take the vehicle to a second Chrysler dealership for another opinion on what the issue could be with this vehicle.

Customer called back and was not able to find a dealership that will give him a loaner vehicle while they work on his radio. Agent advised customer of two more dealerships in his area that may possibly set him up in a rental.

Customer is looking to get out of the vehicle and he is currently having more concerns than issues with his radio. Dealer told customer that he would get free loaner for 12 months or 12,000 miles but customer called around to dealers in the area who stated they do not provide loaners for 12 months or 12,000 miles. Dealer told customer to take vehicle back to selling dealer once they told him they caused more concerns with the vehicle when they replaced radio. Advised he was referred to selling dealer because he stated dealers workmanship caused the other concerns and since dealers are independently owned and operated which means workmanship concern must be taken up with dealer who did poor workmanship. Transmission feels like it is slipping. Lights dim. Radio flashes. All four tires are losing air. Driver side door had been worked on previous in Body Shop to him owning it which made the driver side sliding door hard to open. Driver side sliding door motor was replaced but it just started happening again. Customer upset because salesman did not advise body work had been done to vehicle when he asked at purchase. When volume is turned up on radio it does not come on until you get to 12 or 13. Dealer replaced speakers and rubber strip on driver door fell out and had to be replaced. Door trim on passenger side fell out and they ordered one but it has been five weeks and no one has called. Called Service Manager Terry who stated repair attempts are as follows: On 9/25/07 at 1,230 miles for radio making muffling noise, they ordered radio. On 10/1/07 at 1,295 miles for radio noise, they installed radio and replaced front door speakers. On 10/8/07-10/10/07 at 1,496 miles for driver sliding door hard to open, they replaced sliding door motor. Dealer stated noise in radio was an issue but they found no concern. On 11/6/07 at 1,900 miles for tire light being on and tire pressure being low, they adjusted tire pressure. They ordered seal for window which is in. Terry stated they will call customer to advise that seal is in. Radio specialist came in and noted no concern at the same time they could not get it to duplicate. Customer stated he has been to dealer five times for radio concern and he provided same dates that agent already has. Informed customer based on information from dealer he will have to continue to work with dealer to get out of vehicle. Customer inquiring about what point will it take for him to get out of vehicle. Referred customer to blue and white booklet for lemon law criteria per his state. Customer stated he wants to speak with someone else because agent is taking the dealers word instead of his. Customer claims he had air put in his vehicle twice because they put air in tires when he first got the vehicle. Advised agent can only go by what dealer provides unless he can provide additional repair dates then the agent can call dealer to inquire about additional dates. Customer inquiring what Dodge's feelings are about dealer not advising him about previous body work. Advised sales dispute must be taken up with Sales Manager since they are independently owned and operated. Customer states this is the last Dodge he will purchase. Customer states he is going to trade vehicle in for a Ford and will not go back to the dealer. Informed customer file could have been forwarded to get additional parties involved for resolution if he wanted to get vehicle repaired but customer declined to do so. Customer states dealer was rude. Customer claims he does not want to try to go 35 miles to another dealer and then try to find a vehicle because dealers will not provide him loaner. Advised CCAC can review rental on case by case basis with no guarantees once diagnosis is complete from dealer. Agent pulled up dealer who customer stated told him to go back to original dealer but they are independent not Chrysler dealer. Found dealer 51988 and called Service Manager who was gone for the day but will be back tomorrow at 8:00 am. Agent updated secondary number in COIN since customer provided one. Customer's current concerns are as follows: Transmission feels like it is slipping when the brakes are pressed coming to a stop. Headlights dim with the brakes are pressed at night. Radio flashes on radio stations at night and there is a vibration noise coming from the radio. All four tires are starting to lose air again. Driver side sliding door is starting to act up again. Strip from passenger side fell off and one dealer ordered it but customer

and part has been sitting. Provided reference number to customer. Advised once dealer accepts to take vehicle in for repair a file will be sent for resolution. Offered customer call back once agent can speak with Service Manager of dealer to see if they will accept him as new customer to get issue taken care of.

Called Service Manager of dealer 51988 who was gone for the day. Agent will try back tomorrow.

Called Service Manager Jim of dealer 51988 and advised of customer s concerns that were not resolved at previous dealer. Jim stated they are not willing to accept new customers because they are going out of business.

Agent attempted to contact the customer on 12/11/07 at 11:02 am on the customer s home phone. Left message stating dealer 51988 was going out of business and not accepting any new customers. Requested call back to see what other dealer customer wants to go to or if he wants to give Bob Boyd another try.

Agent attempted to contact the customer on 12/11/07 at 11:06 am on the customer s cell phone. Left message stating dealer 51988 was going out of business and not accepting any new customers. Requested call back to see what other dealer customer wants to go to or if he wants to give Bob Boyd another try.

Agent found closest dealer outside of dealer 51988 is Spitzer-Columbus (53619).

Agent attempted to contact the customer on 12/12/07 at 10:49 am on the customer s cell phone. Left message stating dealer 51988 was going out of business and not accepting any new customers. Requested call back to see if customer wants agent to call 53619 or give Bob Boyd another try. Left CCAC phone number, extension, and reference number for further assistance.

Agent attempted to contact the customer on 12/12/07 at 10:51 am on the customer s home phone but after two rings it became a busy signal. Agent tried three times but it did the same thing.

****AGENT WAS UNABLE TO REACH CUSTOMER TO GET ISSUE RESOLVED.****

**If customer calls back please see if he would like to go to dealer 53619 and if so call Service Manager to advise of current concerns on lines 82-89 to see if he will be willing to resolve customers issue and send a file for resolution. If that is not an option, see if he is willing to go back to dealer 44864 and get a file sent to them for resolution.

Customer Assistance Inquiry Record (CAIR)# 16984845

VIN	2D4GP44L7 6R [REDACTED]	Open Date	11/29/2007	Built Date	11/18/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	02/14/2006	Mileage	28,130	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	67082	1400 MOTORS OF NASHUA INC			
Dealer Address	15 MARMON DRIVE				
Dealer City	NASHUA	Dealer State	NH	Dealer Zip	03060

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	NEW IPSWICH NH [REDACTED]	Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer is calling for rental assistance.
Product - Electrical - Lamps and Switches - Other - Default	Customer is calling over lights.

****Begin structured narrative T2 - RENTAL
 Is the vehicle still under warranty?
 yes
 Does the vehicle have any service contract that covers rental?
 no
 What repairs are currently being completed?
 front lights
 Why has the vehicle not been repaired and returned to the owner?
 waiting on adviser to come out.
 What is the estimated date that the repair will be completed?
 12/5/07
 Is this a recall repair?
 no
 Is this a pre-authorization or a request for reimbursement?
 pre-authorization
 Chrysler authorizes rental? Explain why or why not...
 vehicle under warranty
 How many days are being authorized and at what dollar amount?
 5 days at \$40 a day
 ****End structured narrative T2 - RENTAL
 Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer is calling over issues with the light. He said that when he is driving the light would go dim or turn off. He said that they have replaced every thing replaced still the lights will not work. Customer would like some rental assistance. Agent called the dealer 67082 and talked to Bob how advised that the vehicles lights are not working right. He advised that the vehicle is not safe to drive. He advised of the history.
 1.3/8/07 15,567 Lights dimming, replaced the front control modular.
 2.10/23/07 25,000 lights dimming, replaced lamp switch and alternator.
 3.11/12/07 25,719 lights dimming replaced Battery and alternator.
 4.11/25/07 26,489 lights dimming, replaced front wire harness.

Agent advised that a direct to dealer would be sent. Agent advised the customer that we would cover the rental for 5 days at \$40 a day.

DIRECT-TO-DEALER Code=1A

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Bob to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

TLD50

PA entered in system.

REASSIGNED TO BC/DLR 32 67082 11/29/07 10:18 O 16984845

Customer contacting stating that he has not heard anything nor has the dealership heard anything from Chrysler. Agent informed customer that the file was sent to dealership 67082 on 11/29/07. Customer informed agent that is a lie because, they(the dealership) has not received anything. Agent informed customer that file is currently sitting in the dealership in-basket on there computer. Customer informed agent that he is not being understood. States that the vehicle is not repaired and he is driving a rental vehicle not his vehicle. Informed customer that he would need to continue to work with dealership 67082.

*Contact Date:12/31/2007

Service / Parts Director at the dealership has closed the Cair# 16984845

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 12/31/2007 AT 10:48:201 R 16984845

Customer Assistance Inquiry Record (CAIR)# 16985271

VIN	1D4GP24RX 6B [REDACTED]	Open Date	11/29/2007	Built Date	08/12/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	06/24/2006	Mileage	31,237	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44766	RICHMOND DODGE			
Dealer Address	3505 CHESTER BOULEVARD				
Dealer City	RICHMOND	Dealer State	IN	Dealer Zip	47374
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RICHMOND IN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Power Door Lock / Deck Lid - Noisy/Static/Interference - F. Door-Driver	Customer reporting beeping noise when locking doors
Product - Suspension - Unknown - Noisy - Unknown	Customer reporting clunking noise
Product - Fuel System - Unknown - Other - Default	Customer reporting gas smell
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer reporting head lights flicker
Product - Wheels and Tires - Tires - Other - Unknown	Customer reporting worn tires.

Purchased New or Used? NEW
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? NA
 Customer stated vehicle has an electrical problem, when doors locks, makes a beep noise, head lights flicker, when vehicle goes over speed bumps, vehicle makes a clunking noise, sometimes smells gas, pulls to the right and tires are worn out. Customer stated Dealer 44766 drove vehicle and told him all Dodge Caravan s pull to the right. Agent advised customer if he is willing to take vehicle back to Dealer, we will forward his file to dealership to get the appropriate parties involved to resolve vehicle issue. Customer agreed. Agent called Dealer 44766, Service Manager, unavailable, spoke with Service Advisor, Jim and he verified vehicle arrived: 04/26/07 - Mileage: 20,712 - Concern: Noise in engine, pulls to the right, gas gauge flexuates, beeping in driver s door when locking, brakes in front are noisy, tire rotation. Diagnosis: Noise in engine: No problem found, Pulling to the right - has a slipped belt in the tire, rotated tire to right rear - Gas gauge problem - Unable to duplicate - door - removed left sliding door panel and lubricated the lock pivot - Brakes - wore out and needs new brakes - Performed tire rotation and completed oil change.
 Vehicle arrived: 01/18/07 - Mileage: 16,344 - Concern #1: Pulls to the right - Diagnosis: Performed (4) wheel alignment, Concern #2: brakes feel funny - Advised customer at this time there is 20% brake pad left on front Concern #3: Fuel mileage decreased - Diagnosis: No problem found, probably due to winter fuel blend. Concern #4: Door locks make

beep type noise intermittently - Diagnosis: Unable to duplicate - Completed Oil change.

Vehicle arrived: 11/02/06 - Mileage: 13,355 - Concern: Oil change, tire rotation. When power door locks activate, driver s side door makes a beeping sound, has to add power steering fluid, hearing a heat shield rattle - Diagnosis: Performed oil change, performed tire rotation - No noise heard from driver s door locks - Replaced power steering rack - Replaced catalytic converter.

Vehicle arrived: 08/28/06 - Mileage: 10,563 - Concern: Tire repair, strong gas smell at times, oil change - Diagnosis: Replaced left rear tire, Performed oil change, found nothing on gas smell.

Vehicle arrived: 06/27/06 - Mileage: 6,433 - Concern: Oil change, tire rotation. Agent advised Jim, sending a Direct to Dealer.

Agent provided Reference number and advised customer their file is being forwarded to the dealership to get the appropriate parties involved to resolve vehicle issu.

DIRECT-TO-DEALER 1A

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Service Advisor, Jim to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

RJB176- approved 1A Direct to Dealer

REASSIGNED TO BC/DLR 42 44766 11/29/07 12:16 O 16985271

*Contact Date:12/11/2007

Service / Parts Director at the dealership has closed the Cair# 16985271

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 12/11/2007 AT 10:36:828 R 16985271

Customer Assistance Inquiry Record (CAIR)#						16986733	
VIN	2A4GP54L4	6R	Open Date	11/29/2007	Built Date	04/07/2006	
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	06/27/2006	Mileage	17,000	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	58081	WACONIA DODGE CHRYSLER JEEP					
Dealer Address	905 STRONG DR						
Dealer City	WACONIA	Dealer State	MN	Dealer Zip	55387		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	WACONIA MN					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Other - Default				Customer seeking assistance with light in and outside of vehicle.			

Purchased New or Used? New.
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer calling seeking assistance with repairs to vehicle. Customer states that he has had a problem for a long time with the lights. Customer states the headlights and also the interior lights go back and forth from bright to dim in pulsing manner. Customer states he has taken the vehicle in to dealer 58081 for many repair attempts. Agent contacted dealer and spoke with Eric, the service manager. Eric stated that the customer had been in many times with the previous vehicle, but they had not tried to repair the light problem in this vehicle at all. Agent consulted with RJ16 and informed customer that in order for Chrysler to take any further action, he would need to take the vehicle in for a diagnosis and have them attempt to repair the issue. Customer stated he would take the vehicle back in and contact Chrysler back if no resolution was reached.

Customer Assistance Inquiry Record (CAIR)# 17009159

VIN	2A4GP44R8	6R	Open Date	12/10/2007	Built Date	07/26/2005
Model Year	2006	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX		
In Service Dt	09/20/2005	Mileage	80,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	IRON RIVER WI	Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Technician	Customer pleased technician repaired his vehicle.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states dealership unable to resolve issue.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights work intermittently.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 My vehicle is unsafe to drive & the local dealer said could find nothing.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 12/08/06 Mileage NA
 From whom did customer purchase used vehicle? NA
 ??
 The headlights don t work periodically. They will go out while driving.
 If we pull back and hold the dimmer switch at least we ll have brights.
 The service department at Kapus told us they could find nothing wrong. If
 we are driving at night and they go out it will pose a most dangerous
 situation. They want us to pick it up as is.
 *****END OF EMAIL*****

Dear [redacted]:
 Thank you for contacting the Chrysler Customer Assistance Center concerning the intermittent light issue with your 2006 Chrysler Town and Country.
 Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.
 We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.
 We regret your dissatisfaction and trust you will understand our position.
 We apologize for the issues you are still experiencing with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership.
 If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thank you again for your email.

*****END OF REPLY*****

Hello Lynda,

The problem was diagnosed and remedied by an authorized dealer in Duluth, Minnesota. I phoned the service department at Duluth Dodge and spoke with a certified mechanic, Stewart Soland. He was very knowledgeable in regards to this problem and repaired it immediately. As elated as I am with the folks at Duluth Dodge I am just as disappointed with Kapus Erickson dealer in Superior, Wisconsin. I am very disappointed you took the position of the first dealer. This is not good for your company and will weigh heavily on our decision when we purchase our next vehicle.

Happy yet VERY disappointed customer,

██████████

*****END OF EMAIL*****

Dear ██████████:

Thank you for your email reply concerning the intermittent issue you were having with the headlights on your 2006 Chrysler Town and Country. Thank you for your email regarding the service you received from Deluth Dodge.

Learning of your satisfaction with the service you received was exciting. We are continually striving to assist Dealers in providing complete customer satisfaction. We are happy to hear Deluth Dodge has provided such great service.

We regret the issues you have experienced and appreciate the opportunity for review.

Information received from customers better enables us to evaluate dealer service activities. Rest assured that your comments will be properly recorded.

Thank you again for your email.

*****END OF REPLY*****

Customer Assistance Inquiry Record (CAIR)#	17009252
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VIN	2A4GP44R8 6R [REDACTED]	Open Date	12/06/2007	Built Date	07/26/2005
Model Year	2006	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX	
In Service Dt	09/20/2005	Mileage	80,000	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	53355	KAPUS-ERICKSON INC			
Dealer Address	1318-20 OGDEN AVENUE				
Dealer City	SUPERIOR	Dealer State	WI	Dealer Zip	54880
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	IRON RIVER WI [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Owner states that he is having an issue with the headlights.
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Purchased New or Used? Used
 If Used, date purchased? 11/06 Mileage? 42,000
 From whom did customer purchase used vehicle? Used Car dealer.
 Owner states that the lights will go out while driving. Owner states that he would have to turn the vehicle off and turn the vehicle back on and the vehicle would work. Owner states that if he holds the dimmer switch back the bright lights will come on. Owner states that it has been going on for two months. Owner states that the dealership has had the vehicle for two days but have not been able to duplicate problem. Agent advised owner that he would need to continue working with the dealership for a duplication or take the vehicle to another dealer for a second opinion.

Customer Assistance Inquiry Record (CAIR)#	17017407
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VIN	2D4GP44L2 7R [REDACTED]	Open Date	12/10/2007	Built Date	12/14/2006
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON	
In Service Dt	05/10/2007	Mileage	11,000	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBL	MODERN BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS			

Dealer	58227	TRI-CITY DODGE INC
Dealer Address	189 ROUTE 108	
Dealer City	SOMERSWORTH	Dealer State NH Dealer Zip 03878

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BERWICK ME 0 [REDACTED]	Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that the electrical parts in the vehicle stop working.
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Purchased New or Used? New
 If Used, date purchased? n/a mileage? n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer claims that she has had the vehicle to the dealership several times for a problem as to not having any power. Customer states that her wipers do not work and headlights do not work. Customer is seeking what she can do to get this repaired.
 Agent contacted the dealer and spoke with Service Manager, Greg. Greg provided the following information on the customers vehicle:
 11*26*07-----9543 miles-----electrical-----ignition switch replaced
 11*05*07-----9288 miles-----electrical-----lock cylinder replaced
 Agent advised the customer that a file can be forwarded to the dealer in order to get the appropriate parties involved to get this concern repaired. Customer states that there is another dealer in her area that she contacted and spoke with about the situation and they advised her that they have a fix for this and would repair her vehicle. Customer states that she wants to speak with her husband and find out what he wants to go to the other dealer or have the file sent. Agent advised customer that she can give us a call back and let us know before we send the file. Customer understood.
 ***Greg, Service Manager is already aware that the file is being sent if customer calls back. Agent explained to the customer what the file does and the customer understands the process.

Customer Assistance Inquiry Record (CAIR)# **17023906**

VIN	1C4GP45R1 5B [REDACTED]	Open Date	12/11/2007	Built Date	04/06/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	04/20/2005	Mileage	22,000	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	41686	VIN DEVERS INC			
Dealer Address	5570 MONROE				
Dealer City	SYLVANIA	Dealer State	OH	Dealer Zip	43560
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	TOLEDO OH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	customer states the headlight are intermittent.
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Purchased New or Used? New
 If used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer states that she is having a problem with the headlamps, they flash on and off. Customer states she has taken the vehicle to a dealership and an IRF. Customer states she does not know what to do or why is wrong with the vehicle. Customer states she has been to the dealer 41686 once for this issue and they cannot find the problem. Customer states it only happened in the winter, she believes. Agent informed customer to take it back to the dealership for a diagnosis or two a different dealer for a second opinion. Agent also provided reference number for future reference. Customer thanked.

Customer Assistance Inquiry Record (CAIR)#						17030403
VIN	2D4GP44L1 6R		Open Date	12/13/2007	Built Date	03/30/2006
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT		
In Service Dt	07/17/2006	Mileage	29,854	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43853	NEMER CHRYSLER-DODGE				
Dealer Address	728 QUAKER RD					
Dealer City	QUEENSBURY	Dealer State	NY	Dealer Zip	12804	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	QUEENSBURY NY	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Defective - Default	Customer inquiring about sunroof concern.
Product - Transmission / Transaxle - Unknown - Defective - Default	Customer inquiring about transmission.

Purchased New or Used? NEW
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer states he has had many problems with this vehicle. Customer states he has had transmission concerns and other problems. Customer states the vehicle is at dealership 43853 now for a noise in the transmission and the sunroof will not close correctly. Customer states he would like all of the concerns to be repaired because his warranty will be over soon. Agent contacted dealer 43853 and spoke with Jennifer the service advisor who states the customer vehicle is repaired and the vehicle came in on 7/31/07 at 29,854 miles for a powersteering leak and a noise in the transmission also the customer states the sunroof would not close properly. Dealership replace the powersteering pump and the guide bushing connector for the transmission concern.
 7/31/07 at 21,560 miles customer compliant about transmission noise and they could not duplicate the concern
 ***3/07/07 at 13,200 miles customer stated the headlights would go off and on by themselves and they replaced the lamp switch also the customer compliant about transmission delay they did not duplicate any concern and the customer compliant about sunroof concern and they reset the body control module and lubricated the sunroof. Jennifer states the customer vehicle is ready to be picked up. Agent advised customer that his vehicle has been repaired per terms of the warranty. Customer would like to know what is he suppose to do if the vehicle break down in the future. Agent advised customer that agent could not tell him what will happen in the future. Customer was very upset and stated he would like to speak with a supervisor. Agent advised customer that supervisor has concurred with agents decision per JLM172. Customer states he will just leave the vehicle at the dealership and contact the state attorney generals office. Agent advised customer that anything outside of Chrysler is at his own discretion. Customer states he would like to speak with a supervisor.
 ***JLM172 took over the call and advised customer his vehicle has been repaired per terms of the warranty. Customer states he would like to know if agent would contact dealership and have the DM contact him. JLM172

advised customer that CCAC will contact the dealership and put in his request to speak with a DM. Agent contacted dealership and spoke with Jim Haze the service advisor who states the service manager is out. Agent advised Jim that he customer requesting to have the DM contact him and if he would let his service manager know. Jim states he will refer the information to service manager. Agent advised Jim customer phone number is Cell: [REDACTED] and Office number [REDACTED].

Customer Assistance Inquiry Record (CAIR)# **17041091**

VIN	2A4GP44R1	7R [REDACTED]	Open Date	12/17/2007	Built Date	11/08/2006
Model Year	2007	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX LWB WAGON		
In Service Dt	11/10/2006	Mileage	29,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SACRAMENTO CA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer having a issue with the head lights.
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Purchased New or Used? Used
 If Used, date purchased? 4.2007 Mileage? 21.668
 From whom did customer purchase used vehicle? Other dealer
 Customer states that he is having a issue with the turn signal not working. Agent asked customer had he to vehicle to a dealer. Customer stated no. Agent advised customer to take vehicle to the dealer since vehicle was still under warranty. Customer understood.

Customer Assistance Inquiry Record (CAIR)#	17066932
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VIN	1D4GP25B1 7B [REDACTED]	Open Date	12/27/2007	Built Date	04/02/2007
Model Year	2007	Body	RSKL52	DODGE CARAVAN SE SWB WAGON	
In Service Dt	07/19/2007	Mileage	5,700	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB6	MARINE BLUE PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			
Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA			
Dealer Address	5001 GRIZZLY COURT				
Dealer City	MISSOULA	Dealer State	MT	Dealer Zip	59802
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MISSOULA MT [REDACTED]	Country	UNITED STATES		

Product - Air Conditioning / Heater - Unknown - Other - Default	Customer states air conditioning had an issue.
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states power locks had issues.
Product - Electrical - Unknown - Other - Default	Customer states the headlights flicker.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? CDJ Dealer
 Customer calls and states she has a question. Customer states that before there was 50 miles on her vehicle she had to take the vehicle to the dealership for not shifting. Customer states the vehicle has had several repairs and wants to know why. Customer states she has experienced issues with the air conditioning along with the power locks and now the headlights on the vehicle are flickering. Customer wants to know why she has had so many issues with the vehicle. Customer wants to know if other customers are having the same issues with their vehicles. Agent consulted with DJP99 and advised customer that her complaint would be documented and provided customer with the reference number. Customer thanked.

*Contact Date:01/15/2008

Service Manager at the dealership has closed the Cair# 17077336

Vehicle operates properly and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 1/15/2008 AT 03:26:748 R 17077336

Customer states that she is not happy that she is still having issue with the the light surge in her vehicle. Customer is wanting to know what Chrysler is going to do for her. Agent informed the customer at this time from the previous note above the vehicle is working properly. Customer stated that it is not and that she is seeking supervisor. Agent informed the customer that her supervisor could not give her anymore information that has not already been provided. Customer is wanting what happens now. Customer was seeking how to reach the District Service Manager Mark Swanson. Customer stated that the dealership will not allow her to speak with him. Agent advised customer it is the dealers discretion to allow her speak with the District Manager. Customer stated she is contacting her attorney and asked for agents name.

Customer Assistance Inquiry Record (CAIR)#	17077339
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VIN	2A4GP54L3 7R [REDACTED]	Open Date	01/02/2008	Built Date	12/19/2006
Model Year	2007	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON	
In Service Dt	07/19/2007	Mileage	4,800	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS			

Dealer	65454	BLOOMINGTON CHRYSLER JEEP, INC			
Dealer Address	8000 PENN AVENUE SOUTH				
Dealer City	BLOOMINGTON	Dealer State	MN	Dealer Zip	55431

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	EDEN PRAIRIE MN [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer called about headlights flickering and dimming.
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Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle?
 NA
 Customer called due to headlights dimming and flickering for no reason. Service department at dealership 65454 told her it was something that Chrysler does no about but there is nothing that can be done at this time. Customer is very concerned because of safety issues. Agent called dealership 65454 and spoke with Dave Service Manager. Dave did say he did not like the explanation she received from his department and for her to call him and deal with him. Dave said he will be glad to get the issue resolved. Agent advised customer of what Dave said and made sure she had correct phone number to call Dave. Customer accepted number.

Customer Assistance Inquiry Record (CAIR)# **17080924**

VIN	2C4GP44RX	5R [REDACTED]	Open Date	01/03/2008	Built Date	12/06/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	12/07/2004	Mileage	30,000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	67263	LIBERTY-DAYTON CHRYSLER-PLYMOUTH-	DODGE-JEEP-EAGLE INC			
Dealer Address	320 HWY 146 BYPASS					
Dealer City	LIBERTY	Dealer State	TX	Dealer Zip	77575	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	LIBERTY TX	Country	UNITED STATES			

Product - Electrical - Lamps and Switches - Other - Default | Customer has issues with lights.

Purchased New or Used? Used
 If Used, date purchased? 02/03/06 Mileage? 11000
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer states he would like the telephone number for the regional representative in Southeast Texas. He states the dealership has had the vehicle for two months and it is still not fixed. He states the lights go on and off and the headlights flicker on and off. Agent advised customer the information he seeks will need to be obtained through the dealership and it is not available. Customer states he will contact a lawyer. Agent advised customer anything he does outside of Chrysler is at his own discretion. Agent offered to contact the dealership to obtain additional information and customer became irate and disconnected call.

Customer Assistance Inquiry Record (CAIR)# 17081867

VIN	1D8GP45R0 6B [REDACTED]	Open Date	01/03/2008	Built Date	11/03/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT	
In Service Dt	06/17/2006	Mileage	42,000	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	68999	FRANK SHOOP CHRY-JEEP-DODGE			
Dealer Address	1470 CHERRY BLOSSOM WAY				
Dealer City	GEORGETOWN	Dealer State	KY	Dealer Zip	40324
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GEORGETOWN KY [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	Customer states the lights will turn on and off.
Product - Electrical - Power Sliding Door - Other - Both Sides	Customer states the sliding door will open and close on it's own.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? NA
 Customer states he has been having problems with the electrical components.
 The headlights, interior lights and sliding door will turn on and off when the vehicle is not even on.
 Sometimes when driving the lights will all turn off.
 He had taken it to his selling dealer quite a few times and they have done repairs, but could not fix it.
 He is going to take it now to dealer 68999 and would like assistance with whatever repairs need to be done.
 Agent transferred for further review of assistance due to previous repairs.
 ****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Assistance with electrical problem.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 6,000 miles
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 Yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 3
 Is there warranty history related to the current concern?
 Yes
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Not yet
 ****End structured narrative T2 - GOODWILL ESCALATION
 1/3 Owner transferred to Tier 3 seeking authorization to be given to the

dealer to fix his vehicle. Advised owner vehicle is out of warranty and assistance can be reviewed after the dealer completes a diagnosis.

Customer Assistance Inquiry Record (CAIR)#	17082529
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VIN	2A8GP64L4 6R [REDACTED]	Open Date	01/04/2008	Built Date	03/14/2006
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED	
In Service Dt	07/07/2006	Mileage	20,289	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	42180	OAK HARBOR MOTORS INC
Dealer Address	75 SE PIONEER WAY	
Dealer City	OAK HARBOR	Dealer State WA Dealer Zip 98277

Owner	[REDACTED]	Contact Type	CERTIFIED LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	OAK HARBOR WA [REDACTED]	Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Unknown - Defective - Default	

Owner sends MVDN card mailed CERTIFIED MAIL received 01-03-20087 Please Respond to the owner complaints listed A.S.A.P. Please review the noted Issues on this file and contact the owner and resolve the file per state Lemon law demand requirements as they relate to the terms and conditions of the factory warranty. OWNER COMPLAINS OF DASH LIGHTS DIMMING UNDER FULL ELICTRICAL LOAD PLEASE SEE RESTRICTION NARRATIVE ON THIS VEHICLE AS WELL AS PRIOR 5 CAIRS. PLEASE RESPOND TO OWNER DEMAND AND CONCLUDE ON MERIT. THANK YOU MIKE

010708 reassigned to dm psh2 for review and customer contact tmt 1-8 There have been 3 repair atemptps with a 4th not documented at Oak Harbor Motors. The owner is complaining of the dash and headlights flickering under full load at low RPM s. Contacted Pete Glace to verify this is a knwon condition. Pete confirmed that it is and no repair is likely in the near future. Offered owner a replacement vehicle at full mileage charge and MSRP difference. The owner is satisfied with this offer. psh

Customer Assistance Inquiry Record (CAIR)# **17087527**

VIN	1D4GP25R9 5B [REDACTED]	Open Date	01/04/2008	Built Date	04/06/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	04/16/2004	Mileage	40,125	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68817	FEDERICO CHRYSLER DODGE INC			
Dealer Address	1875 E EDWARDSVILLE RD				
Dealer City	WOOD RIVER	Dealer State	IL	Dealer Zip	62095
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	EAST ALTON IL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer alleges he has concerns with the power locks.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges there is a problem with the headlights.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two support referral.

****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Assistance with power lock repair.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 4125 miles and 8 months.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 No.
 How many Chrysler vehicles has the customer owned including this vehicle?
 Two new, two used at address.
 Is there warranty history related to the current concern?
 No.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes.
 ****End structured narrative T2 - GOODWILL ESCALATION
 Purchased New or Used? Used
 If Used, date purchased? 11/15/04 Mileage? 7369
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer alleges they are having problems with the power door locks and headlights. Customer alleges he also has an aftermarket alarm system.
 Customer alleges that the independent that installed the aftermarket alarm system tells him it is the dealer and the dealer tells him it is the independent. Customer alleges that he found out that it is the BCM.
 Customer alleges the dealer advised that there is an upgrade to the BCM.
 Customer alleges the dealer is going to charge him for the upgrade.

Agent advised customer that his concerns would be documented. Customer seeking assistance with getting upgrade completed. Agent transferred customer to Tier Two for further review.

1/4/08 Owner seeking assistance regarding above. Owner claims this has been an on going problem for a year and should have been covered under warranty. Attempted to contact phone #. Phone # has been disconnected. Owner provided dealer phone # (618)254-1000. Contacted Service Manager (SM), Rick. SM states no diagnosis regarding owner s concerns. Advised owner Chrysler needs a complete diagnosis by dealer. No promises and he would be responsible for diagnostic charges. Owner expressed his dissatisfaction and advised agent he knows what is wrong. Advised owner again. Owner became argumentative. Owner states he will never buy another Dodge again and disconnected.

Customer Assistance Inquiry Record (CAIR)#	17093734
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VIN	2C4GP54L2 5R [REDACTED]	Open Date	01/07/2008	Built Date	05/12/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	05/31/2005	Mileage	19,000	Dealer Zone	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SOUTH BEND IN [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer says headlamps will not work sometimes.
Corporate - Dealer Information - Default - Default - Default	Customer seeking dealership informaiton

Purchased New or Used? used
 If Used, date purchased? 8/14/07 Mileage? 9000
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer says the vehicle smells like oil when parked in the garage and the headlights will not come on sometimes without repeated attempts.
 Customer is seeking to have issues resolved. Agent advised customer to contact her local dealership to have vehicle inspected. Customer said she will do that.
 Customer seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer, Tyler s Automotive 269) 684-8200.

Customer Assistance Inquiry Record (CAIR)#						17096960
VIN	2C8GP64L9	5R	Open Date	01/08/2008	Built Date	01/25/2005
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	03/18/2005	Mileage	105,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68680	PHILLIPS CHRYSLER JEEP INC				
Dealer Address	3440 S PINE STREET					
Dealer City	OCALA	Dealer State	FL	Dealer Zip	34471	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OCALA FL				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				States the headlights and dashlights dim.		

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

Na

Customer states that she has been having an ongoing issue with the headlights and dash lights dimming in the vehicle off an on and the dealer or her mechanic have not been able to correct this. Customer informed agent that the toggle switch, alternator, battery and computer have been replaced and the issue has still not gone away. Customer states that that at first this started to occur when she turned the ac on, but then it began to occur all the time. Customer informed agent that she has additional lights on the vehicle also and a separate switch was put in for this which did not correct the issue. Agent contacted dealer and spoke with Jeff in service. Jeff states that the customer complained of the headlights and dash lights dim as they drive. Jeff informed agent that all of the repairs have been made per the customer and their mechanic. Agent will contact Jim the service advisor on the vehicle for further information. Agent offered customer a call back.

11-30-07 100,000 States the dashlights and headlights dim. Replaced the headlight switch.

10-31-07 98,000 States the dashlights and headlights dim. Replaced the BCM.

Customer states that Jim mentioned possibly replacing the wiring on the vehicle and the customer does not feel that she should be responsible for the repair.

Agent attempted to contact the dealership, but received no answer. Agent consulted with ALS70. Due to the vehicle being too far outside of warranty, no assistance will be provided. Agent will contact once time available.

Agent contacted dealer and spoke with Jim the service advisor. Jim states that there is a landing strip built in for it and it looks like semi lights. Jim informed agent that when the ac kicks on the lights will flicker and he recommended a bigger battery at first. Jim states that the customer then went to her mechanic and he recommended first a bigger battery, then the BCM, then the headlight switch, and then the multi function switch being replaced. Jim states that he has not actually

diagnosed the vehicle. Jim informed agent that the customer complains that when the ac is turned on, the lights will flicker. Agent contacted customer back, but received no answer.
Agent contacted customer back, but received no answer.

Customer Assistance Inquiry Record (CAIR)# **17098780**

VIN	1D4GP25B8 5B [REDACTED]	Open Date	01/08/2008	Built Date	03/30/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	05/03/2004	Mileage	74,000	Dealer Zone	63 DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45083	MAC HAIK DODGE			
Dealer Address	3207 SOUTH GENERAL BRUCE DRIVE				
Dealer City	TEMPLE	Dealer State	TX	Dealer Zip	76504
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MC GREGOR TX [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer alleges concerns have not been resolved.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges headlights intermittently go out when driving.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two support referral.

****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Assistance with headlight repair.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 8 months, 38000 miles.
 Is there a service contract on this vehicle that would cover the repair?
 Yes, expired.
 Is the customer the original owner of this vehicle?
 Yes.
 How many Chrysler vehicles has the customer owned including this vehicle?
 One new, two used at address.
 Is there warranty history related to the current concern?
 No.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 No.
 ****End structured narrative T2 - GOODWILL ESCALATION
 Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer alleges her headlights go out intermittently when driving.
 Customer alleges the dealer has not resolved her concerns. Customer seeking assistance with repairs. Agent transferred customer to Tier Two for further review.
 Owner seeks assistance with headlamp repair. There is no history with this repair, and vehicle 3/36 warranty is expired by time and miles, and vehicle 12/12,000 mile warranty for headlamp is expired. Writer declines

assistance with repair.

Customer Assistance Inquiry Record (CAIR)#						17099819
VIN	2C4GP64L0	5R	Open Date	01/11/2008	Built Date	05/03/2005
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	07/28/2005	Mileage	24,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66094	YORK CHRYSLER INC				
Dealer Address	1305 ROOSEVELT					
Dealer City	YORK	Dealer State	PA	Dealer Zip	17405	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	YORK PA			Country	UNITED STATES	

Product - Electrical - Heated Seat - Other - Unknown | Customer has some concerns related to the heated seats.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 All lights strobe when heated seats are on
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? New
 ***** BEGIN CUSTOMER EMAIL *****
 When we use the heated seats in our van, all lights strobe (dash, headlights, interior). This has happened since we bought the van new. The dealer stated this was acceptable behavior and known to Chrysler. Because I don't drive her van much, I wasn't bothered by it. But when I recently drove it at night with both the heated seats on, the dash light strobing was very irritating. This can't be 'acceptable' behavior. In fact, this could be considered dangerous. Please let me know what the fix is for this problem. Thanx!
 ***** BEGIN EMAIL RESPONSE *****
 Routed to T2TN for further handling.
 ***** END EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your lights.
 We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.
 Thank you again for your email.
 *****END OF EMAIL *****

Customer Assistance Inquiry Record (CAIR)#						17107991
VIN	2D4GP44L6	6R	Open Date	01/10/2008	Built Date	08/08/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT		
In Service Dt	08/31/2006	Mileage	17,890	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26212	LANDERS CHRYSLER DODGE JEEP				
Dealer Address	7800 ALCOA RD					
Dealer City	BENTON	Dealer State	AR	Dealer Zip	72015	
Owner					Contact Type	TELEPHONE
Address					Home	
	HOT SPRINGS AR				Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer called stating that the vehicle has poor gas milage.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states his lights dim.
Product - Transmission / Transaxle - Torque Converter - Other - Default	Customer states that the transmission is shifting funny.
Product - Electrical - Transmission Control Module - Intermittent or Inoperative - Default	Dealer reprogrammed the TCM
Product - Body / Trim / Paint Finish - Glass - Loose - F. Door-Pass	Right front door glass not fitting properly so seal was replaced.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Tie rod end nut was missing and replaced.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Transmission has improper shift.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Transmission was replaced at 4,000 mile
Product - Fuel System - Unknown - Poor Fuel Economy - Default	Vehicle gets poor fuel economy

*****Recall Contact*****

Purchased New or Used? NEW

If Used, date purchased? n/a Mileage? 17890

From whom did customer purchase used vehicle?

n/a

Customer stated that he had the transmission is shifting funny and the customer is getting real bad gas milage. Agent transferred to CCAC for further assistance.

Customer has issue with improper shift and poor fuel economy.

Transmission was replaced at 4,000 miles and he is having the same issue.

Customer stated he and dealer are too busy to get vehicle in. Customer has appointment for next Thursday. Called Service Manager Chris of dealer who stated repair attempts are as follows: On 9/12/06 at 761 miles for transmission improper shift and RPMS high, they found no concern but reprogrammed the TCM. Called Service Manager Dennis of dealer 26212 who stated repair attempts are as follows: On 11/22/06 at 3,919 miles for vehicle shutters coming to stop and hard shift, they ran diagnostics but found no codes. They replaced transaxle. Same day for air blowing through defrost vent all the time, they found it normal due to fresh air system. Same day for right front door glass not fitting

properly, they put seal back in place. Same day for transmission having high pitch whistle, the transaxle was replaced. Same day for tie rod end nut missing which was replaced. Advised file will be forwarded to get additional parties involved for resolution of concern. Customer stated Regional Representative told him that if he had another issue then he could get a possibility of a buyback. Customer seeking buyback. Advised agent will forward file to proper department for review of buyback request. Customer states his lights dim. Provided file number.

DIRECT-TO-DEALER Code=1B

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Service Manager Dennis to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

Agent was going to provide reference number but customer did not have a pen. Advised reference number is located under vehicle identification number.

REASSIGNED TO BC/DLR 63 26212 01/10/08 16:26 R 17107991

*****OWNER RETENTION TASK FORCE TEAM***** THIS CAIR HAS BEEN ASSIGNED TO MIKELYN BUYS AT 888-542-7239 EXT 464. IF CUSTOMER SHOULD CALL, PLEASE CONTACT ME DIRECTLY...THANKS

Michelle Behar, Service Advisor at Landers C D Dealer 26212 and Paul Guerin Service advisor at Tim Parker Chrysler Dealer 23918 confirmed vehicle is not currently in for repair, went over RO's and will also fax them to me...

Paul also confirmed customer had a Service appt last week, but didn't show up for the appt.

I called and left a voice mail for Mr Rascoe to call back regarding the problems he's been having with his 2006 Dodge Grand Caravan.

I called and left a 2nd voice mail for Mr [REDACTED] and [REDACTED] to call back regarding the problems he's been having with his Grand Caravan.

1/17/08 Mr [REDACTED] returned my call advising he is currently having the following problems with the vehicle:

A) grinding/popping noise from the front right hand side, that only occurs when turning left. B) Transmission doesn't shift properly
C) Poor gas mileage D) Gas mileage and temp gauges light up intermittently and all of the dash/panel lights dim, when vehicle slows down to 45 mph or less...With that said, I advised Mr Rascoe that I'm not part of the Lemon Law process, but I am here to assist him in getting the vehicle repaired and would like him to take the vehicle back in to Tim Parker Chrysler, so so they can try to duplicate/repair his vehicle concerns.

Mr [REDACTED] agreed to take the vehicle back into Tim Parker Dealer, but needs a loaner during the repair, since he doesn't have alternate transportation so I advised Mr [REDACTED] that I will call Tim Parker dealer and advise them of the pending repair visit, also requesting that a loaner be provided to customer during this repair, but unable to guarantee the loaner.

I also asked Mr [REDACTED] if he can call me, once the vehicle is back at Tim Parker Dealer, so I can follow-up with them on the repair, in order to try and get his concerns resolved- ok per customer/customer understood.

I called and spoke to Mike Green, SM at Tim Parker Chrysler updating him on vehicle situation and brief repair history, also advising that customer should be calling them to bring vehicle in for transmission, mileage and electrical concerns. I advised Mike that customer is needing a loaner/rental during the visit, if he can just charge the loaner to the repair, also also advising he can call me for a PA if Chrysler kicks-back the loaner/rental, which we prefer to be 2-3 days, but can go up to 5, if needed.

I also advised that customer should be calling me, once the vehicle is in for repair, so I can follow-up with them during the repair, in order to try and get customer's concerns resolved- ok per Mike...With that said, I called and spoke to Mr Rascoe again confirming that a loaner has been approved.

er/customer understood

1/18/08 I called and spoke to Paul Geurin; Service Advisor at Tim Parker Chrysler Dealer 23918 and confirmed RO was faxed 1/16, but will refax to me today at [REDACTED]. I also called and spoke to Michelle Behar, customer's Service Advisor at Landers C D Dealer 26212 and she confirmed RO should be faxed to me today at 214-634-7064/mb981.

1/21/08: I called and spoke to Paul Geurin; Service Advisor at Tim Parker Chrysler 501-525-0777 Dealer 23918 and he confirmed vehicle is back in for repair and went over the RO with me...RO 34347 1/21/08 with 18098 miles:
A) Transmission jerks when shifting from 1st and 2nd and 2nd and 3rd at times. B) Grinding and popping noise in the front end when turning left. C) The dash, head lamps and overhead console dim when slowing down from 50-55 mph to 45 mph. E) Dash lights and inside lights dim and brighten when the sliding door opens F) Drivers side sliding door sticks at times when opening manually.

Paul also advised customer is in a rental, but they haven't had a chance to assess the vehicle yet, so I advised Paul that I'll probably call him on Wednesday 1/23 for repair status on the vehicle- ok per Paul. mb981

I called and left a voice mail for Mr [REDACTED] advising that Paul, Service Advisor at Tim Parker Chrysler confirmed that his vehicle is back in for repair as of this morning. I also advised Mr [REDACTED], that Tim Parker Chrysler hasn't had a chance to assess the vehicle yet, so I'm going to follow back-up with them 1/23 for repair status and will then call him back with an update. mb981

1/23/2008: I called and spoke to Paul Geurin; Service Advisor at Tim Parker Chrysler 501-525-0777 Dealer 23918 and he confirmed vehicle has been repaired on RO 34347 and is ready for pick-up.

Paul also advised that Mr [REDACTED] tried to turn in the rental car to them, but they can't accept the rental back, since it needs to go back to [REDACTED], which is up the street...With that said, I advised Paul that I will follow-up with the customer, then we'll go for there- ok per Paul. mb981

I called and left a voice mail for Mr [REDACTED] advising that Paul at Prebul Dealer confirmed that his vehicle has been repaired and is ready for pick-up. I also requested that Mr [REDACTED] call me, once the vehicle has been picked-up, so we can begin the test drive process, that we had previously discussed. mb981

1/29/08: I called and spoke to Paul Geurin; Service Advisor at Tim Parker Chrysler 501-525-0777 Dealer 23918 and he confirmed vehicle was repaired on RO 34347 and picked-up by customer 1/23...

With that said, I called and left a voice mail for Mr [REDACTED] to call back, so we can begin the test drive process that we had previously discuss, since the vehicle was picked-up from repair at Tim Parker Chrysler on 1/23. mb981

1/31/08: I called and spoke to Mr [REDACTED] and he confirmed vehicle was picked-up from repair 1/23 and seems to be running fine so far...

With that said, I advised Mr [REDACTED] that I would like to give him a chance to test drive the vehicle another week or so, for a total of 2-3 weeks, so we can make sure the vehicle has been repaired.

I also advised Mr [REDACTED], that I should be contacting him in a week or so for results of the test drive and to see how the vehicle is running, unless I hear from him before then- ok per customer/customer understood. mb981

2/8/08: I called and spoke to Mr [REDACTED] and he confirmed the vehicle is currently running fine, but the dash lights still dim when he's slowing down, otherwise everything else on the vehicle/his main concerns seem to have been repaired. Mr [REDACTED] also advised that Tim Parker Chrysler didn't mention anything about a transmission leak, when he picked-up the vehicle, so he's a little concerned about that and the dimming light issue...

With that said, I called and spoke to Paul, customer's Svc Advisor at Tim Parker Chrysler and he went over the latest RO with me...

RO 34347 1/21/08 with 18098 miles: A) Transmission jerks when shifting from 1st and 2nd and 2nd and 3rd at times- Duplicated concern, Flashed PCM per TSB and also performed a quick learn. No transmission leak was found.

B) Grinding and popping noise in the front end when turning left-Duplicated concern and replaced passenger side rear wheel bearing.

C) When slowing down from 50-55 mph to 45 mph the dash, head lamps and over console dim- Test drove vehicle after dark, ran an Alternator charging system and a STAR systems test with no problems found- unable to

E) Dash lights and inside lights dim and brighten when the sliding door opens- see concern C- Dimming lights when sliding door is opened is a normal characteristic of the vehicle.

F) Drivers side sliding door sticks at times when opening manually- Duplicated concern and replaced door motor...

With that said, I called Mr [REDACTED] back and advised him Paul at Tim Parker confirmed no transmission leak was found, nor were they able to duplicate his dimming lights when slowing down concern, but were able to verify that the flashing lights when sliding door is opened concern is a normal characteristic of the vehicle- ok per customer/customer understood.

Mr [REDACTED] confirmed again that the vehicle is currently running fine and feels that the vehicle has been repaired...CLOSING CAIR. mb981

Customer Assistance Inquiry Record (CAIR)# **17109587**

VIN	1D4GP24RX	5B [REDACTED]	Open Date	01/15/2008	Built Date	03/15/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	03/22/2004	Mileage	74,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	23468	HILLVIEW MOTORS INC				
Dealer Address	5309 ROUTE 30					
Dealer City	GREENSBURG	Dealer State	PA	Dealer Zip	15601	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MOUNT PLEASANT PA [REDACTED]			Country	UNITED STATES	

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Advised of recall.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer issue not resolved despite many repairs.
Product - Drivability - Unknown - Other - Default	Customer unhappy with a clunking noise.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer unhappy with a headlight issue.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	Customer unhappy with window issue.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

COMPLAINT

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? ? NEW ?

***** BEGIN CUSTOMER EMAIL *****

I am writing regarding the complete unsatisfactory of your product. I had purchased this van from the dealer just over 3 years ago, and it has been the worst purchase I have EVER made. From day one we had nothing but problems! Nothing was ever fixed properly despite all of my wife s efforts and various places we have attempted to have our problems corrected at. We have (still is more like the word) experienced a rather loud 'clunking' coming from the front passenger wheel area. After SEVERAL attempts of getting it corrected (especially while under warranty) we were told if we want it solved to 'TURN UP THE RADIO!' The headlights will not come on at times or while driving will go off. Couldn t be fixed because they 'could not duplicate' what was happening! We have had to replace a few items that we should not have placed for a car that was less than 2 years old. This is the first car out of several that my wife or I have owned that we cannot seem to keep brakes and tires on. Dare I mention that it has more rust on it than my nephews 1990-something first car purchase? Also last winter, the driver side window fell off track. Took it to a DODGE dealer. When they fixed it, the handle on the door is now screwed up. If you open the door from the inside, you have to

manually press the handle back to its normal resting place for the door to shut properly. Good bye to valet parking, they can't seem to shut a door without doing the 'extra required step' that is needed. Finally, after 3 years of complete unhappiness, we decided, by the advice of a friend to complete a carfax report. It came back clean, but I am truly convinced otherwise. I must say, due to the experience that we had over this cursed van, we will never purchase another Dodge or other related vehicles from your company again. I will be telling everyone who will listen of our bad experience. Perhaps they will listen since the certified mechanics do not seem to and the dealer is only good for the sale of the car and not the service.

***** BEGIN EMAIL RESPONSE *****

Routing it to T2TN as the customer is disappointed with the product and the service.

***** END EMAIL RESPONSE *****

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center regarding the issues you have had with your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS IMPACT SENSOR

Please contact your local authorized Dodge dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# **17115770**

VIN	2C4GP54L9 5R [REDACTED]	Open Date	01/14/2008	Built Date	07/28/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	09/21/2004	Mileage	42,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	23294	HAYNES MOTOR COMPANY			
Dealer Address	9520 WEST BROAD STREET				
Dealer City	RICHMOND	Dealer State	VA	Dealer Zip	23294
Owner	[REDACTED]	Contact Type	D2D NO CASE MANAGER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RICHMOND VA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default | Customer states headlights go on and off by their self.

Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? Other dealer
 Customer states he was driving down the road at night and the headlights will go on and off by their self. Customer states he had to take the vehicle to the dealer twice already for the same issue and its still not resolved. Customer states he does not want to pay the \$50 deductible again since this is the second time going to the dealer for the same issue and customer states its not his fault they miss diagnosed his vehicle. Agent contacted dealer and spoke to Lisa and got repair history.
 ****Repair history****
 September 24 th 2007 with 40,600 miles updated soft ware in the DCM.
 January 14 th 2007 with 42,000 miles dealer is diagnosing issue today.
 Agent did advise David service manager we would be sending a direct to dealer. And provided file number. Agent advised customer of this information and advised customer David stated they would wave the fee of \$50 dollars.
 Aw426, need to add the direct to dealer drop down paragraph, and reassign to 81D, and add reason a service dealer reason code and reassign to 81D.
 Customer calling back. Customer states he picked up vehicle awhile ago and the headlights were working but now they are not working. Customer states he is currently on his way back to dealership but no one will answer the phones. Customer states after calling this morning, the dealer did not charge for the repair. Called dealer 23294 and spoke with Randi. Randi states she will advise Lisa the customer is returning. Advised customer that Lisa will know he is returning. Customer states he will not work with Lisa. Advised customer he will need to request a different service advisor when he gets to the dealership. Customer states he will. Customer inquiring if he will be charged for the repair. Advised customer he will need to address that with the Service Manager. Customer states he will contact the General Manager and thanked agent for

not assisting him. Customer disconncted call.
Customer called back to make Chrysler repair the vehicle. Agent Advised
the customer to work with the dealer.

REASSIGNED TO BC/DLR 74 68444 02/21/08 19:24 R 17121533

*Contact Date:02/22/2008

Service Manager at the dealership has closed the Cair# 17121533

Warranty repair has been documented on Repair Order#100700

CAIR RETURNED FROM DEALER ON 2/22/2008 AT 11:54:207 R 17121533

Customer Assistance Inquiry Record (CAIR)#						17127349
VIN	2D4GP44LX	6R [REDACTED]	Open Date	01/16/2008	Built Date	08/10/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT		
In Service Dt	09/20/2005	Mileage	46,866	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	43436	POWER DODGE VALENCIA				
Dealer Address	23820 CREEKSIDE ROAD					
Dealer City	VALENCIA	Dealer State	CA	Dealer Zip	91355	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	VALENCIA CA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Stated head light switch is working intermittently
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Purchased New or Used? used
 If Used, date purchased? 12/20/06 Mileage? 25338
 From whom did customer purchase used vehicle?
 Other dealer
 Customer stated that head light switch is working intermittently and wants to know if it will be covered under warranty even though the warranty is expired. Agent advised that since the warranty is expired we can not cover it under warranty. Advised customer that he needs to have the vehicle diagnosed because if it is the same head light switch, then that part alone might be covered per KW276.
 Customer is calling in regards to the above file. Customer states that he is going to get the vehicle diagnosed to determine if the current issue is the same head light switch. Customer is seeking the reference number for the file. Agent provided customer with the reference number.

Customer Assistance Inquiry Record (CAIR)# **17133701**

VIN	1D4GP24R7 5B [REDACTED]	Open Date	01/18/2008	Built Date	03/08/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	10/15/2005	Mileage	31,910	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44764	ASHEVILLE DODGE INC			
Dealer Address	860 TUNNEL ROAD				
Dealer City	ASHEVILLE	Dealer State	NC	Dealer Zip	28805
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ASHEVILLE NC [REDACTED]	Country	UNITED STATES		

Product - Electrical - Battery - Defective - Default Customer states battery has been replaced three times

Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle?
 NA
 Customer states for the last month ash has had issues with the light flashing and the vehicle not running, and all the electrical components failing. Customer states she has taken vehicle to dealer six times for this and they have not been able to resolve the issue. Customer states now battery is dead. Customer states they have replaced the battery three times. Customer states vehicle is at dealer now. Agent contacted dealer and spoke with Denny in Service who informed agent that she would need to speak with Tonya. Denny states Tonya is not available at this time. Agent offered customer a call back for once she has gotten more information from dealer. Customer accepted
 Agent contacted dealer and spoke with Tonya in Service who informed agent that vehicle was in on:
 1/7/2008 at 31,604 miles-instrument cluster lights flash intermittently-replaced wiring harness
 12/31/2007 at 31,346- instrument cluster lights flash- replaced PCM, headlamp switch, and battery
 12/17/2007 at 30,924 miles- instrument cluster lights come on- replaced body control module
 Tonya states that vehicle is today for no start and instrument cluster lights flashing. Tonya states that have not diagnosed the vehicle. Agent will send direct to dealer.
 Agent contacted customer back to advise that file was being sent to get appropriate parties involved. Customer understood.
 ##### DIRECT-TO-DEALER Code=1A #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24

hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required. Agent called dealer and spoke to Tonya to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

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REASSIGNED TO BC/DLR 66 44764 01/18/08 14:10 O 17133701

Customer states about 7 weeks ago she took her vehicle to the dealership for an electrical concern. Customer states the dealership has not repaired her vehicle. Agent advised customer that the file has been forwarded over to the dealership to get additional parties involved and she would need to continue to work with the dealership at this time. Customer understood.

*Contact Date: 02/04/2008

Service / Parts Director at the dealership has closed the CAIR# 17133701
Warranty repair has been documented on Repair Order#121917

CAIR RETURNED FROM DEALER ON 2/04/2008 AT 09:09:06 R 17133701

Customer Assistance Inquiry Record (CAIR)#	17133906
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VIN	2D4GP44L8 5R [REDACTED]	Open Date	01/18/2008	Built Date	10/14/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	11/18/2004	Mileage	42,389	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42198	BEAVERTON DODGE			
Dealer Address	9570 S W CANYON ROAD				
Dealer City	PORTLAND	Dealer State	OR	Dealer Zip	97225
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ALOHA OR [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer seeking information.
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Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? NA
 Customer states there is a problem with the electrical issue. Headlights have a mind of their own. They shut off and on altogether, but it very intermittent. He states dealer has been unable to duplicate. Agent contacted dealer and spoke with Ryan. They have never been able to duplicate. They have tried different things such as battery and alternator replacement, but still unable to duplicate. Agent advised customer to continue working with dealer when issue occurs.

Customer Assistance Inquiry Record (CAIR)#	17140361
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VIN	2A4GP54L3 7R [REDACTED]	Open Date	01/22/2008	Built Date	12/19/2006
Model Year	2007	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON	
In Service Dt	07/19/2007	Mileage	5,000	Dealer Zone	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	EDEN PRAIRIE MN [REDACTED]	Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer unhappy with dealer.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Light Problem- Dealer /Service Complaint!!!!
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased?New
 ***** BEGIN CUSTOMER EMAIL *****
 It is with regret that I am writing you today to inform you of my displeasure with my 2007 Town and Country and the service I have been receiving from Larry Reid s service department. I noticed a light surging problem with my vehicle. I contacted the service department and brought it in on January 2. Guy Anderson was my service consultant and completed the report. He wrote "everything is working as manufacturer intended. Note the dimming of the lights and headlights is a normal condition especially in the colder weather." When the paperwork was presented to me- I voiced my confusion and displeasure with their findings and justification. He stated I could call Chrysler and the lady behind the counter wrote the number on the paper for me (1-800-922-1997). When I returned home I did indeed call Chrysler. The person I spoke to contacted the service department at your Larry Reid. I was informed to call Dave Vouklander, the service manager. I did call Dave Vouklander. He seemed surprised by the findings and eager to remedy the situation. He indicated that he had a hunch it was a ground circuit problem. We scheduled a time to bring in the vehicle, again, and that he would have a loaner for me to use. On January 9 I brought my vehicle in as scheduled. I received a 2005 Town and Country to utilize. Interestingly, this car has a more severe light surging problem then the one I dropped off. I expected (naively) that my car would be finished at the end of the day. When no one had called- I called to check. It seems they were waiting for a call back from someone. On January 10 I once again failed to receive an update on my vehicle (at the work number I provided). No information was available for the status of my car. On January 14 I once again failed to receive an update on my vehicle. When I called (at 4 pm) I was informed that Dave & Guy were

both
gone for the day. When the person (?) that answered the phone checked on the status- it appears it has not been fixed. I wondered.... Has it just been sitting around your shop this whole time???? It is now January 21. Larry Reid still has my vehicle. This is unacceptable. My questions are- Is this a "fixable" problem? It seems like there is a track record of this with the 2001 & 2003 models. -If not- Where do we go from here? I cannot and will not drive it with the lights surging. -Is Chrysler putting something in writing to accept liability should anything happen due directly or indirectly to this problem (fix-it ticket, accident, etc)?

Thank you for your time. I look forward to your response. [REDACTED]
[REDACTED] (home) [REDACTED] (cell)
(this vehicle is listed under my husband's name--- Michael Janish)

***** BEGIN EMAIL RESPONSE *****

Re-routed to T2TN for further handling.

***** END EMAIL RESPONSE *****

Email states:

Dear [REDACTED]: Thank you for contacting the Chrysler Customer Assistance Center. I was sorry to learn of your dissatisfaction.. I understand how this might cause you inconvenience or concern and appreciate the time and effort you took to bring this matter to my attention.

To review your concerns, I verified that the condition in question is a function of your vehicle's design and is not a defect in materials, workmanship, manufacturing, or factory preparation. These are the only types of defects covered under the new vehicle limited warranties. Because we rely on our authorized dealerships to determine when a warrantable defect exists, we must support the assessment of your dealer. However, seeking a second opinion from another authorized dealership may be a viable option. Thank you again for your email. Sincerely, Jonathan

Customer Assistance Inquiry Record (CAIR)# **17141081**

VIN	1D4GP25R2 5B [REDACTED]	Open Date	01/21/2008	Built Date	06/25/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	06/29/2004	Mileage	51,116	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68488	RAIRDON'S DODGE CHRYSLER JEEP OF	SMOKEY POINT		
Dealer Address	16610 SMOKEY POINT BLVD				
Dealer City	ARLINGTON	Dealer State	WA	Dealer Zip	98223
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MARYSVILLE WA [REDACTED]	Country	UNITED STATES		

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Advised customer of recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the headlights.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights go out at times.

*****RECALL CONTACT*****
Purchased New or Used? USED
If Used, date purchased? 11/22/06 Mileage? 28,000
From whom did customer purchase used vehicle? Other dealer
Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer called in stating that she has had her headlights go out on the vehicle at least three times. The customer stated that she knows there is no recalls on the vehicle for the issue. The customer is wanting to see if this is a common issue and what Chrysler can do to help the customer with the issue. Due to the headlights issue being non recall the customer was transferred to CCAC for further assistance.
Customer wants her concerns documented about her headlights. Customer wants to know if this a common concern. Agent advised customer that only information on a common concern is a recall. Customer wants assistance with the repair. Agent consulted with CST6. Customer transferred to the internal Tier 2 escalation line for further review of concern.
****Begin structured narrative T2 - GOODWILL ESCALATION
What is the customer requesting from Chrysler?
Customer is seeking assistance with the headlights.
How far out of warranty is the vehicle/repair by time and/or mileage?
7 months and 15,116 miles
Is there a service contract on this vehicle that would cover the repair?
no

Is the customer the original owner of this vehicle?

no

How many Chrysler vehicles has the customer owned including this vehicle?

1

Is there warranty history related to the current concern?

no

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

no

****End structured narrative T2 - GOODWILL ESCALATION

** Customer transferred to the internal Tier 2 escalation line for further review of concern. Janice can be reached at extension 69752. Second owner of previous rental vehicle is seeking outside of warranty assistance with the repair of the headlights. The headlights are going out while driving at night. The vehicle has not been diagnosed by a Chrysler dealership as of yet. Customer is willing to work with dealership 68488. Agent contacted the dealership and left a message for the service manager. She was not available. Customer was offered a call back. Customer prefers to be reached at [REDACTED], her cell phone number.

Agent called the dealer and spoke with Betty in service. Customer called to make an appointment and opted not to because they did not want to pay for a diagnosis. Agent called the customer on the cell phone number provided. Agent called to inform the customer a diagnosis was needed, and was at the customers expense. Agent left a message. **If customer calls back please inform a diagnosis is needed to look into out of warranty assistance**

Agent received a message from customer advising that Betty at the dealer is available to speak with regarding the repair of the vehicle. Agent will follow up with customer and dealership as call volume allows.

Agent received a message from Betty with the dealership. Message advised that the previous owner of the vehicle was a rental company. Again agent will follow up with dealer and customer as call volume allows.

Caller states her daughter is having an issue with the headlights going out and claims she does not want to pay \$200 for the diagnosis. Agent informed caller the vehicle would have to be diagnosed by a Chrysler Dodge or Jeep dealership for assistance consideration. Caller claims she will take the to the dealership and claims she does not want the issue to happen to anyone else. Agent advised caller to have the customer call CCAC once the diagnosis has been completed.

Agent contacted dealership 68488 and spoke with Betty, service manager. The vehicle came into the dealership for the first time today. Dealership performed a recall. Customer would not allow the dealership to diagnose the issue today because they did not want to pay for the diagnosis.

Dealership would be willing to work with Chrysler at warranty costs after verification for the issue if the issue is a safety concern.

Agent attempted to contact the customer on 1/28/08 at 1:31 PM on the customer s home phone. Agent informed the customer a diagnosis would need to be performed before assistance can be looked into. Customer stated she did have one done. Agent informed the customer Janice spoke with Betty on Friday, and the diagnosis was not performed. Customer stated she went to a different repair facility. Customer stated the dealer was wanting to charge an extra \$100 for the fee, and she was not going to pay for this. Customer stated she was told by the independent, the part was very cheap. Customer stated she will have her Father repair the vehicle, instead of paying the dealer. Agent closed the file.

Customer Assistance Inquiry Record (CAIR)# **17144017**

VIN	1D4GP25R9 5B [REDACTED]	Open Date	01/22/2008	Built Date	04/06/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	04/16/2004	Mileage	40,125	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43511	DAVE MUNGENAST ALTON DODGE			
Dealer Address	350 HOMER ADAMS PARKWAY				
Dealer City	ALTON	Dealer State	IL	Dealer Zip	62002
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	EAST ALTON IL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer alleges he has concerns with the power locks.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges there is a problem with the headlights.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two support referral.

BBB INQUIRY (BETTER BUSINESS BUREAU)
CUSTOMERS LISTED ISSUES:
door lock are inoperative
dlr said it was caused by aftermarket alarm so customer took van apart himself (he s a mechanic) and figured it out himself. He feels it should be covered at no charge
5B168960 O 38725-WALDEN GROUP
5B168960 C [REDACTED] 11.05.04 @7,369 miles
18-40-04 TSB
I called customer - spoke to Mrs. [REDACTED] and she said work was done by Alton Dodge - I asked her to fax in bill - she will have her husband call.
01.29.08 Customer left me 2 VMM s indicating he did not want to deal with Chrysler anymore. I called Chris in service dept and he faxed me the bill for \$45 to flash computer.
I reimbursed customer this cost and sent BBB a letter explaining
999 / 01.29.08
POSTMARK DATE: 012208; DATE RECEIVED: 012208

Customer Assistance Inquiry Record (CAIR)# 17156598

VIN	1A4GJ45R3 7B [REDACTED]	Open Date	01/25/2008	Built Date	09/01/2006
Model Year	2007	Body	RSYH52	CHRYSLER TOWN & COUNTRY SWB WAGON	
In Service Dt	05/01/2007	Mileage	10,900	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			
Dealer	42776	BUCHANAN AUTO PARK INC			
Dealer Address	11194 BUCHANAN TRAIL E				
Dealer City	WAYNESBORO	Dealer State	PA	Dealer Zip	17268
Owner	[REDACTED]	Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PAW PAW WV [REDACTED]	Country	UNITED STATES		

Product - Brakes - Unknown - Defective - Unknown | Customer states she is having issues with her brakes.

New or Used? new
 Date of purchase? na mileage? na
 na
 Customer states she is having an issue with the brakes on th
 She states she has taken it to the dealer two times for the
 Customer is seeking information on buyback for the vehicle.
 Agent contacted dealership 63143 and spoke to Pete, Service Advisor and_
 got repair history.
 12/19 9304 Customer states the headlights flick on and ordered alternator
 12/26 9826 replaced alternator and master cylinder.
 Agent advised customer to refer back to blue and white book. Agent advised
 that she should consult and continue working with dealership to have the
 issue diagnosed. Customer was unhappy with decision. _
 Customer states she was suppose to receive a call back about this concern
 with her vehicle. Agent advised customer it shows the previous agent
 advised her that if she is wanting out of the vehicle she would need to
 review her blue and white booklet. Customer was very upset and stated she
 is not going to pay for this vehicle any more and she would like to know
 who she needs to speak with about coming to get the vehicle. Agent
 provided customer with phone number to Chrysler Financial. Customer
 disconnected call.
 Customer seeking information about where to take the vehicle to trade it
 in on another vehicle. Agent advised customer that she would need to
 speak with the sales department of an authorized dealership. Customer
 claims that her vehicle is having a transmission issue and is not taking
 it to be diagnosed at this time. Agent advised customer to contact the
 CCAC if she brought her vehicle into the dealership for diagnosis.

Customer Assistance Inquiry Record (CAIR)# **17160702**

VIN	1D4GP45R3	5B [REDACTED]	Open Date	01/28/2008	Built Date	09/10/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	11/12/2004	Mileage	46,000	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45112	HILL CHRYSLER DODGE JEEP, INC.				
Dealer Address	1114 SILVER LAKE DRIVE					
Dealer City	PORTAGE	Dealer State	WI	Dealer Zip	53901	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone		
	PORTAGE WI	[REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer experiencing problem with the airbags
Product - Suspension - Lower Control Arms/Ball Jnts - Other - Unknown	Customer experiencing problem with the ball joints
Product - Brakes - Unknown - Defective - Unknown	Customer experiencing problem with the brakes
Product - Electrical - Power Sliding Door - Other - Both Sides	Customer experiencing problem with the doors
Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the head lights

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 problems with my vehicle
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New
 ***** BEGIN CUSTOMER EMAIL *****
 i have tried to call your customer service department with no help.i am at my wits end with this company.i have had so many problems with my van that i want to trade it in for a ford or chevy!i have had headlight switch replaced,2 airbag sensors replaced,ball joints,sliding door problem,brake problem oxygen sensor,now i had to pay 300 dollars to fix sway bar linkage and bushings that the dealer told me was the problem and so i took it elsewhere and had that replaced along with tie rod ends and it still makes the noise.i am tired fo it i will never buy a dodge again and will inform everyone else not to either.is there anything you can help me with?
 ***** BEGIN EMAIL RESPONSE *****
 Re-routed to T2TN for further handling as customer needs a call.
 ***** END EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center. Your email has been received and the concerns you have raised are appreciated.
 After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.
 Thank you for taking the time to communicate with us. It is regrettable

that a more favorable reply can not be provided.
Thank you again for your email.

was something to do with a battery wire. Dustin states that the service advisor will be giving the customer a call. The customer is seeking to trade the vehicle for a patriot.

*Contact Date:02/14/2008

Service Manager at the dealership has closed the Cair# 17162553

Warranty repair has been documented on Repair Order#189210

CAIR RETURNED FROM DEALER ON 2/14/2008 AT 06:49:895 R 17162553

closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 2/01/2008 AT 04:20:401 R 17164183

Customer states she is taking vehicle back to the dealer 26657 on Monday.

She states all the dash lights keep coming on. She states she has had to get a rental vehicle three times already. Customer seeking reimbursement for previous rental and assistance with rental she will probably need on Monday. Agent consulted with TLG64. Agent advised customer the previous rentals will not be reimbursed due to not being covered under warranty and no repairs having been performed. Agent advised customer a rental vehicle will be provided for Monday when the vehicle is dropped off at the dealer. Agent provided reference number. Agent contacted dealer 26657 and spoke with Joe service manager. Agent ask Joe if he would accept a PA for one day of rental effective on Monday for \$40. Joe states he will accept a PA. Agent provided reference number.

pa entered.

Customer states that she was advised that she would have to pay for the taxes on the rental which would be \$8 a day. Customer states that she has called back every day since Monday to have rental provided. Agent contacted dealer 26657 and spoke with Service Manager Bob who stated that rental was being covered under a service contract which only permitted the vehicle to be covered for so much and this was the over the allotted amount. Bob advised agent that the service contract through Auto Guard. Agent consulted with RJ16 and advised customer that all overcahrges would be at her expense.

Customer is calling about rental. Customer states that the dealer covered one day rental. She states that she had the vehicle for five days.

Customer is saying that she called everyday to verify that the rental was covered and no one told her it would not be covered. Agent consulted with TCC17 and the service contract with Auto Guard is a third party service contract. The customer will have to contract them for rental assistance.

Customer calling seeking information on rental assistance. Customer states customer does not have a service contract. Agent called the dealership and spoke with Bob, service advisor. Bob stated that vehicle had been in accident and that the service contract would not cover rental. Bob stated that Bob decided to cover 2 days of rental as additional goodwill to the one day Chrysler offered. Agent advised customer that customers service contract would not cover rental due to repairs being caused by an accident. Agent advised customer that customer will need to contact service contract company. Customer stated that customer feels Bob does not care about customer. Agent appoligized for Bob.

Chris with dealer 26657 is calling to see if chrysler authorize any days of rental. Advised dealer it states Chrysler authorize 1 day of rental and Bob at his dealer authorize 2 days of rental. Dealer wants the authorization # for the 1 day of rental. Advised dealer of the authorization #.

Customer Assistance Inquiry Record (CAIR)# 17164624

VIN	2C4GP54L4	5R	Open Date	01/28/2008	Built Date	04/07/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	04/27/2005	Mileage	31,070	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	63720	RIVERSIDE AUTO SALES INC				
Dealer Address	2511 LUDINGTON ST					
Dealer City	ESCANABA	Dealer State	MI	Dealer Zip	49829	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	GARDEN MI	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Intermittent or Inoperative - Default	Alternator replaced
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	CD player replaced
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Instrum't Panel-G. Box	Issue with instrumental panel lamps
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Stated head lights are working intermittently

Purchased New or Used? new
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer stated she is having electrical concerns with the vehicle. Claims the lights is flickering on and off at night intermittently. Customer stated that her vehicle has been in the shop for at least 7 times. Claims she has taken the vehicle to an IRF and 63720 to have the vehicle diagnosed. Customer stated that the General manager/service manager will be taking this vehicle home tonight so he can see personally what is going on with this vehicle. Agent contacted 63720 to obtain repair history from service Shawn. Shaw stated that he will be taking this vehicle home tonight to see why the lights are flickering. Repair history:1-23-2008/customer complaint is head lights is flickering/customer went to a Chevy dealership and had the vehicle diagnosed. Brought the diagnosis paper from the Chevy dealership and it stated that the head lamp control switch was bad/63720 replaced the head lamp control switch per Chevy dealership diagnosis. Customer states that did not resolve her flickering concern/30,500 miles/ Could not duplicate the head light flashing badly
 10-16-2007/instrument lights flashing/27,483 miles/charging of radiator fan comes on and the instrument lights and head lamps flicker slightly./Could not duplicate customers concerns of head lights flashing badly.
 Customer is still having concerns of headlights flashing. Customer inquired about buyback of this vehicle. Agent advised customer to continue working with the dealership to resolve the flashing of the headlights and the selling dealership has the final decision for buyback.

Customer stated that she had a family member in Auburn Hills and wanted to know if she needed to contact him to have the vehicle bought back. Agent informed customer that the person in Auburn Hills does not have the authority to buyback this vehicle. Again advised to work with the selling dealership to repair the vehicle per the terms of warranty. Advised that buyback has to be considered through selling dealership. Provided customer with reference number. Agent informed Shawn that she will be calling back tomorrow for diagnosis of the vehicle. Shawn stated that was fine.

Agent contacted 63720 to obtain overnight diagnosis from Shawn. Shawn stated that the only time that the only way the light problem could be duplicated was to turn on the heated seats. Shawn stated that they are currently working with STAR to resolve this problem.

Agent contacted customer to inform him the concern that had come up with the heated seats and the CDJ dealership is currently working with STAR. Customer states she went to pick up her vehicle and found out the CD player was not working and it worked when they went in. She states the dealer has a CD player on order for her. She states the CD player was just replaced a year ago. She states there is something wrong with the vehicle and they have not corrected the previous issue with the electrical issue when the electric seats are operating. She states the vehicle has been there a whole week. Customer states she wants this vehicle bought back. Agent called dealer 63720 and spoke with Shane a service advisor. Shane provided:

*** ** Repair history *** **

02/03/2008-OPEN 31146 miles: Customer states CD player did not work. Dealer ordered CD player.

01/31/2008-01/31/2008 31070 miles: Customer states head lights flicker at night. Dealer replaced alternator.

01/23/2008-01/23/2008 30500 miles: Customer states head lights were flickering. Dealer replaced head light switch.

10/16/2007 27483 miles: Customer states head lights and instrument panel flicker at night. Dealer could not duplicate, no repairs needed.

Customer states she has also been to dealer 63747 at 248-643-7000 and dealer 26016 at 586-9779-8700. Agent offered customer a callback once all the information was available. Customer accepted callback at number [REDACTED].

DIRECT-TO-DEALER Code=1b

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to ANDY to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 42 63720 02/04/08 10:49 R 17164624

Vehicle does not qualify for buy back will honor the terms of the warranty. kb13

Agent called dealer 63747 (248) 643-7000 and spoke with John, service advisor to obtain the repair history on the vehicle.

01/07/08 30,261 miles.

Head lights flickering when cold. Could not duplicate. Checked head light switch and wiring. No problem found. Oil change and checked brakes.

Customer waited on the vehicle.

04/23/07 21,248 miles.

Electrical diagnosis: replaced a fuse. Overhead seems to be okay at this time.

04/25/07 21,284

Replaced the radio with exchange unit.

03/28/06 11,262 miles.

FO 1 recall. TSB to install a guard AC condenser guard. Turn signal socket replaced.

Agent called dealer 26016 (586) 979-8700 and spoke with Bill Stanley,

history.

01/14/08 30,444 miles

Customer stated headlamps dim and brighten.

Technician checked alternator, headlamp switch and battery. Everything checked out fine. Customer waited on the vehicle.

Agent advised the customer to continue to work with the dealer.

*Contact Date:02/06/2008

Service Manager at the dealership has closed the Cair# 17164624

Warranty repair has been documented on Repair Order#27202

CAIR RETURNED FROM DEALER ON 2/06/2008 AT 11:40:818 R 17164624

Customer Assistance Inquiry Record (CAIR)# 17173861

VIN	2A8GP64L9 6R [REDACTED]	Open Date	01/30/2008	Built Date	06/14/2006
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED	
In Service Dt	07/11/2006	Mileage	27,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	66792	JIM BAIER INC			
Dealer Address	HWY 61 WEST				
Dealer City	FORT MADISON	Dealer State	IA	Dealer Zip	52627

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	FORT MADISON IA [REDACTED]	Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer stated his phone number changed
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Dash lights and headlights go off and flicker
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer has not resolved customers concern
Product - Electrical - Unknown - Other - Default	Dealer repaired reverse sensor connection and replaced wiring & sensor.
Product - Electrical - TV/DVD - Intermittent or Inoperative - Video	Dealer replaced DVD player
Product - Body / Trim / Paint Finish - Paint Finish - Flaking, Peeling, Blistering - Grille / Front Valance	Dealer replaced grille
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Dealer replaced left rear speaker
Product - Body / Trim / Paint Finish - Body Hardware - Loose - Trunk/Deck Lid/Hatch	Dealer replaced rear trim panel.
Product - Suspension - Shock Absorbers / Struts - Other - Front-Pass	Dealer replaced right front strut and mount.
Product - Suspension - Torsion / Sway Bars - Noisy - Front	Dealer replaced sway bar link and bushings.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Engine light was on
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Radio would turn off for no reason and was repaired.
Product - Body / Trim / Paint Finish - Body Hardware - Rusted - Unknown	Undercarriage was rusted out and replaced.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Vehicle has been to dealer many times for same concern
Product - Drivability - Unknown - No Start - Default	Vehicle has no start concern
Product - Drivability - Unknown - Other - Default	Vehicle runs rough

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer stated his phone number changed so agent updated phone number.
 Customer stated he started having issues with vehicle at purchase.
 Undercarriage was rusted out and replaced. Radio would turn off for no reason and was repaired. DVD player turned white, would not work, and was repaired. Customer had issue with reverse sensor because it would not beep all the time which was never replaced. Dealer replaced front struts due to them being bad. Customer stated current issue is no start concern and vehicle runs rough when it does start. Dash lights and headlights go

off in vehicle. Dealer has been working on vehicle many times but have not resolved issue. Customer looking to get out of the vehicle. Customer stated he has talked to lawyer about lemon law already. Called Service Manager Randy who it will take a while to get all repair information down so agent offered customer a call back after information is received and reviewed. Randy stated repairs are as follows: On 9/13/06-9/20/06 at 3,529 miles for noise in front end, they replaced sway bar link and bushings. On 10/13/06 at 4,699 miles for reverse assist not working, they repaired connection at reverse sensor. On 11/21/06-12/4/06 at 7,186 miles for radio inoperative by loosing sound and not switching to FM, they replaced radio. On 2/19/07-3/15/07 at 11,092 miles for reverse assist inoperative and speaker concern, they replaced wiring and sensor for reverse sensor and replaced left rear speaker. On 4/2/07-4/5/07 at 14,583 for air conditioner blowing erratic, they did TSB to repair rear trim panel. Same day DVD not working, they replaced DVD player. On 5/18/07-5/30/07 at 17,073 miles for chrome grille peeling, they replaced grille. On 9/12/07 at 23,268 miles for clunking noise in right front, they replaced right front strut and mount. On 10/15/07 at 24,603 miles for clunking noise backing out, warning lights and engine light on, they could not duplicate concern. On 12/3/07-1/9/08 at 26,524 miles for lights dimming, battery light on, and vehicle died, they found no concerns and could not duplicate issue. Vehicle came in 1/22/07 to present at 27,091 miles for lights flickering and dying at a stop, they have not duplicated concern. Advised Randy due to days down a file will be sent for customer s request to get out of vehicle.

Agent attempted to contact the customer on 1/30/08 at 3:11 PM on the customer s home phone. Informed customer based on repair information received from dealer agent feels request to get out of vehicle merits further review. Advised agent will forward file to proper department for review of request. Provided file number to customer.

DIRECT-TO-DEALER Code=1B #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Service Manager Randy to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

Customer is seeking relief under State
Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 51 66792 01/30/08 15:38 O 17173861

Customer Assistance Inquiry Record (CAIR)#	17174953
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VIN	2C4GP54L8 5R [REDACTED]	Open Date	01/31/2008	Built Date	04/14/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	06/10/2005	Mileage	42,300	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68318	CLASSIC CHRYSLER CENTER INC			
Dealer Address	1455 NEW STATE HIGHWAY				
Dealer City	RAYNHAM	Dealer State	MA	Dealer Zip	02767

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	RAYNHAM MA [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer unhappy with the head lights of his vehicle.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlights fail 2 times conditions appear it will be a third time

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle? N/A

***** BEGIN CUSTOMER EMAIL *****

At 11,000 miles my headlights failed. The dash switch was replaced. At 34,000 miles it failed again..and was replaced again. I now have 42,000 miles and indications are present that it is going to fail again. Classic has been unable to determine a cause of this continuing hazard as they can not duplicate it in the shop.We have to wait for the part to fail. I would like to speak with a Chrysler representative to resolve this issue as I plan to keep the vehicle. There must be a logical resolution for this continuing problem. Thank you for any assistance that you can offer for this frustrating and dangerous situation. [REDACTED]

***** BEGIN EMAIL RESPONSE *****

Re-routed to T2TN for further handling as customer needs a call.

***** END EMAIL RESPONSE *****

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding headlight issues.

We are very sorry to learn of your dissatisfaction with the handling of your Town and Country s service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction but hope you will understand our position.

Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)# 17176985

VIN	2D4GP44L2 7R [REDACTED]	Open Date	01/31/2008	Built Date	09/07/2006
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON	
In Service Dt	07/28/2007	Mileage	7,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	62780	BRANDYWINE CHRYSLER JEEP DODGE			
Dealer Address	3807 KIRKWOOD HWY				
Dealer City	WILMINGTON	Dealer State	DE	Dealer Zip	19808
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LANDENBERG PA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights turn off.
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Customer states the headlights turn off at night while driving and claims the dealership is unable to repair the issue. Customer claims the issue is intermittent and claims the lights on the dashboard are flickering. Agent contacted dealership 62780 and was advised the Service Manager is at the Dodge dealership and was provided with 302-999-0541. Agent ran number for the Dodge store and the dealership listed is no longer in business. Agent spoke to Bob Lloyd (Service Manager) who states 11/02/07 at 56683 for headlight concern, updated body control module 01/09/08 at 5425 for headlight concern, replaced front control module 01/31/08 at 5840 for headlight concern, vehicle has not been inspected Bob states the dealer code for the Dodge store is 62780. Agent informed Bob a direct to dealer CAIR would be sent. Agent informed customer the file would be forwarded and advised to continue working with the dealership.

DIRECT-TO-DEALER (Code=1-A) #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.
 Agent called dealer and spoke to Bob to inform that CAIR was being sent.
 CUSTOMER CONTACT INFORMATION: [REDACTED]

 Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? NA
 REASSIGNED TO BC/DLR 35 62780 01/31/08 11:52 O 17176985
 *Contact Date:02/01/2008
 Dealer 62780 has updated the mileage to 5840.
 Service Manager at the dealership has updated the Cair# 17176985
 An appointment has been set with the customer.
 *Contact Date:02/12/2008
 Dealer 62780 has updated the mileage to 6012.
 Service Manager at the dealership has closed the Cair# 17176985
 Warranty repair has been documented on Repair Order#755461
 CAIR RETURNED FROM DEALER ON 2/12/2008 AT 03:25:325 R 17176985

Customer Assistance Inquiry Record (CAIR)# 17186039

VIN	1D4GP24R5 5B [REDACTED]	Open Date	02/05/2008	Built Date	02/16/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/19/2005	Mileage	33,224	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	LUTCHER LA [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default | Customer experiencing problem with headlights.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

My headlights blink and sometimes do not come on when I turn the switch on.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New

***** BEGIN CUSTOMER EMAIL *****

The service department cannot find anything wrong with my lights so they want to change the switch, which they did once already in 2006. This seems to be a patch job, doing something to say you did it. Can you tell me or maybe them any more information?

***** BEGIN EMAIL RESPONSE *****

Routed to T2TN for further handling.

***** END EMAIL RESPONSE *****

Email states:

Thank you for contacting the Chrysler Customer Assistance Center regarding the electrical issue with your 2005 Dodge Grand Caravan. We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#	17191168
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VIN	1D4GP25R6 5B [REDACTED]	Open Date	02/05/2008	Built Date	06/02/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	06/06/2005	Mileage	60,000	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68798	MAYSVILLE CHRY-PLYM-DODGE-JEEP INC			
Dealer Address	1502 INDUSTRIAL PARK DR.				
Dealer City	MAYSVILLE	Dealer State	KY	Dealer Zip	41056
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MAYSLICK KY [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer seeking information.
Product - Electrical - Lamps and Switches - Other - Default	Customer seeking information.

Purchased New or Used? Used
 If Used, date purchased? 03/29/06 Mileage? 41055
 From whom did customer purchase used vehicle? CDJ dealer
 Customer called stating his headlights keep going out.
 Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

Customer Assistance Inquiry Record (CAIR)# **17197708**

VIN	1D4GP45R6 5B [REDACTED]	Open Date	02/06/2008	Built Date	02/04/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	04/08/2005	Mileage	39,550	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	06347	NEWBURGH PARK MOTORS INC			
Dealer Address	200 AUTO PARK PLACE				
Dealer City	NEWBURGH	Dealer State	NY	Dealer Zip	12550
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED] 1	Home Phone	[REDACTED]		
	HIGHLAND FALLS NY [REDACTED]	Country	UNITED STATES		

Product - Electrical - Body Control Module - Complete Failure - Default | Customer states that she needs a BCM

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer calling in seeking to get her part. Customer states that they cannot get the part. Agent contacted dealer 06347 to see what the issue is with the part. Dealer states that the part is there. Agent informed the customer that the part is there and she can go have it installed. Customer stated the lights were flickering on the vehicle, customer stated she took the vehicle to dealer 06347. Customer stated the dealer ordered a part, customer stated the vehicle returned a few days later to have the part installed. Customer stated that the lights were still flickering when she was using the power windows. Customer stated that the vehicle has been to the dealer 4 times for the lights flickering. Customer claims the steering wheel does not lock up anymore, and the dealer advised her the steering wheel never locked. Customer stated that she is not happy with the service she received from dealer 06347. Contacted dealer 06347 and spoke with Anthony who stated the vehicle was in 01/25/2008: headlights flickering rapidly, replaced the BCM. Anthony stated that the vehicle has not been in any other times for the headlights flickering. Advised the customer her concerns would be documented regarding the headlights in the vehicle and also with the dealer. Advised the customer that if she was not happy with the service she has received from dealer 06347, advised the customer she could take the vehicle to another CDJ dealer. Customer inquired if her contract would be honored, advised the vehicle could go to any CDJ dealer for repairs under the contract.

Customer Assistance Inquiry Record (CAIR)# 17203389

VIN	1D4GP24R1 6B [REDACTED]	Open Date	02/08/2008	Built Date	08/12/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	09/29/2006	Mileage	21,333	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45202	RUSHVILLE CHRYSLER JEEP DODGE,	INC.		
Dealer Address	253 BUENA VISTA AVE				
Dealer City	RUSHVILLE	Dealer State	IN	Dealer Zip	46173
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RUSHVILLE IN [REDACTED]	Country	UNITED STATES		

Corporate - Replacement - Default - Default - Default	Customer states that head lights go on and off while driving
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that head lights go on and off while driving

02/12/08: SPOke with customer and explained mileage fee of 10,721 X PP / 100,000. He understands that, but is not happy about it. Customer to pay M SRP diff and tax on diff. Vehicle has been selected at Rushville Chrysler. Faxed initial dealer fax to Greg Combs at Rushville...csc.
 02/15/08: Processed replacement, submitted for approval...csc.
 02/19/08: Faxed final docs to Greg at the dealership...csc.
 02/21/08: Transaction completed, file to title...csc.
 2/21/8: Set transport to Eastgate for repairs.ma
 03/11/08: Mailed dealer check to dealership...csc.
 03/31/08 ISG contacted the dealership to speak with Jim Jackson to obtain the paperwork. He said that he regular mailed the documents on 3/25/08. He stated that he had no instructions to overnight the documents. I informed him that we did not have the documents as of today and that we would allow more time for it to come in the mail. ab
 04/08/08 I called and spoke with Greg Combs @ Rushville Chrysler Jeep Dodge. I informed that I would have to send the POA s back for notary. Greg asked that I send the POA s back to Kristie atten. I informed that I will overnight them today with a return package so she can send them back. tj
 POSTMARK DATE: 030508; DATE RECEIVED: 052208

Customer Assistance Inquiry Record (CAIR)# **17214060**

VIN	2D4GP44LX	6R	Open Date	02/12/2008	Built Date	07/07/2005	
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT			
In Service Dt	12/31/2005	Mileage	49,097	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	42295	BALD HILL DODGE CHRYSLER					
Dealer Address	1035 BALD HILL RD						
Dealer City	WARWICK	Dealer State	RI	Dealer Zip	02886		
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	FOSTER RI [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customers headlights went out.
Product - Steering - Manual Rack and Pinion - Leaks - Default	Customers power steering rack is leaking.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two.

****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Assistance with the repairs outside of warranty.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 13097 miles
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 no
 ****End structured narrative T2 - GOODWILL ESCALATION
 Purchased New or Used? New
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle? CDJ dealer
 Customer calling in stating she has only had her vehicle for 2 years and the headlights went out on her and the powersteering rack is leaking. Customer seeking assistance with the repairs. Customer is the original owner of this vehicle and no service contracts. Agent consulted with DJP99. Agent transferred customer to tier two.
 TRANSFER CALL -- owner advises of problem with steering leak and the headlights going out which has been an issue in the past but never duplicated....referred to dealer for diagnosis and provided name and number to have dealer call writer directly for review...will lend assist with co-pay to owner....ltm
 Call from Bob, SM, advising vehicle just brought in and it appears there is definite need for the steering rack...will also check headlight issue and 'clunk' when shifting...writer agreed to cover up to 4 days of rental as well as owner plays the harp and has no other transportation....ltm
 Dealer advises repairs completed at 49,128 miles....headlight switch and rack & pinion replaced at a total cost of \$1163.26 (includes 3 days rental @ \$35 per day)....

writer approved PA claim for amount of \$1063.26 after \$100 co-pay to
owner.....ltm

Customer Assistance Inquiry Record (CAIR)#**17246722**

VIN	2C4GP54L3 5R [REDACTED]	Open Date	02/21/2008	Built Date	08/02/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	09/16/2004	Mileage	30,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	66094	YORK CHRYSLER INC			
Dealer Address	1305 ROOSEVELT				
Dealer City	YORK	Dealer State	PA	Dealer Zip	17405

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	YORK PA [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Stated all lights are flickering
Product - Electrical - Alternator/Voltage Regulator - Intermittent or Inoperative - Default	Stated alternator was previously replaced

Purchased New or Used? new
 If Used, date purchased? n/a Mileage?n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer stated he is having concerns with dashboard lights, headlights, tail lights, and the courtesy lights flicker. Stated that he is the one that determined that when you have your heated seats on, all lights flicker. Stated that in February 2007, the vehicle was still in warranty, and the dealership tested his vehicle. Claims there were no repairs, and no codes were found. Stated he took the vehicle December 28,449 miles, the vehicle was out of warranty, but the dealership cleaned the ground wires. Stated that the repair with the concern with the flickering of all lights is only when you have the heated seats on. Customer is requesting assistance with the flickering light concerns.
 Stated the alternator was previously replace to see if that would resolve the flickering lights.
 Agent consulted with MDB80. MDB80 stated that CCAC will not be assisting in the flickering light concerns because the district manager has already provided a one-time goodwill gesture for parts only as recent as 12-8-07, and Chrysler will not be assisting any further. Customer began using foul language, and demanded to have his issue resolved. Agent informed customer that this phone call will be released if he does not keep the phone call at a professional level. Customer used even more foul language, and disconnected the line.

Customer Assistance Inquiry Record (CAIR)# **17246974**

VIN	2C4GP54L1	5R	Open Date	02/21/2008	Built Date	09/10/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	10/30/2004	Mileage	38,700	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	61900	BERMONT MOTORS INC				
Dealer Address	1502 EAST PHILADELPHIA AVENUE					
Dealer City	GILBERTSVILLE	Dealer State	PA	Dealer Zip	19525	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	ROYERSFORD PA	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the head light are intermittent
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Purchased New or Used? New
 If Used, date purchased? N/a Mileage? N/A
 From whom did customer purchase used vehicle?
 Customer states that he is having issue with the headlight not working .
 Customer stated that the it intermittent . Customer feels due to having this issue in the past he should not have to pay this \$100.00 deductible on his service contract. Agent consuited with JMC129 and transfer (802) for further review.
 Customer called regarding the same issue.Agent transferred the call to SC.
 Customer seeking goodwill for \$100 deductible for the same repairs.
 Customer states that he had the same problem when the vehicle was under warranty but at that time the dealership did not verify the problem and now they are telling that it can resolved and customer has to pay deductible. Customer is not happy to pay this amount and seeking help from Chrysler. Agent checked with the supervisor and denied for goodwill customer want to speak with supervisor. Agent transferred to escalation team.
 *****INTERNAL*****
 Customer was denied for goodwill assistance as the he was seeking goodwill for the 100\$ deductible under service contract.

Customer Assistance Inquiry Record (CAIR)#						17256594	
VIN	2D4GP44L2	6R	Open Date	02/25/2008	Built Date	05/13/2006	
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT			
In Service Dt	05/23/2006	Mileage	35,500	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	44991	DON MILLER DODGE					
Dealer Address	5822 ODANA ROAD						
Dealer City	MADISON	Dealer State	WI	Dealer Zip	53719		
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	OREGON WI [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	All lights, interior or exterior, will intermittently pulse.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer indicates dealer cannot duplicate issue.

Purchased New or Used? USED
 If Used, date purchased? 04/13/07 Mileage? 22176
 From whom did customer purchase used vehicle? 44991 DON MILLER DODGE
 Customer called with reference 17116198. Agent opening new file for age, linking CAIRs.
 Customer calling with new information. Indicates dealer 44991 has documented that the vehicle is pulsing the lights. The battery in the vehicle was replaced in January. Customer indicates that he was under the impression vehicle was getting a new alternator, now we re saying it s normal operation.
 Internal and external lights have been pulsing. The new symptom is the headlights are going completely off and then coming on. Saturday evening, they flashed, this morning, they went completely out for 2-4 seconds. The radio will cut off and on intermittent as well, requiring a restart to fix.
 Agent contacting dealer 44991. A.J says the voltage fluctuation is normal for the vehicle. This is an overaccessorized vehicle. AJ says he has no issue looking at the vehicle again. The headlights are straight to the PDC, not fused between, so if everything will go out first before the headlights go out.
 Headlights would be a completely new issue to be diagnosed.
 Agent advised customer of findings with dealer. Agent advised customer alternator fluctuations are considered to be normal, however headlights are a new issue dealer would have to diagnose. Agent referred customer to continue working with dealer.
 Customer wants something to be done. Agent advised customer we can only recommend continuing to work with dealer.

Customer Assistance Inquiry Record (CAIR)#						17256967	
VIN	2C4GP54L7	5R	Open Date	02/25/2008	Built Date	03/27/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	03/31/2004	Mileage	50,000	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	23915	ALEXANDER DODGE CHRYSLER JEEP, LLC					
Dealer Address	305 FIFTH AVENUE NORTH						
Dealer City	FRANKLIN	Dealer State	TN	Dealer Zip	37064		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	FRANKLIN TN				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Informs that headlamps do not always work
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Informs the headlamp concern is not resolved.

Purchased New or Used? Used
If Used, date purchased? 09/27/04 Mileage? 15,179
From whom did customer purchase used vehicle?
CDJ dealer
Owner states that the vehicle has an intermittent concern with the headlamps that the dealer has never been able to resolve or duplicate. Customer seeks assistance but states there has never been a repair or a duplication. Agent advised the caller that if he decides to have this assessed at the dealer that documentation could be sent in order to get other parties involved but that would be at his discretion and expense. Owner did not decide whether he would return the vehicle to the dealer or not.
Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

Customer Assistance Inquiry Record (CAIR)# **17260353**

VIN	2D4GP44LX	7R [REDACTED]	Open Date	02/26/2008	Built Date	04/25/2007
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON		
In Service Dt	08/07/2007	Mileage	16,134	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	66320	DARCARS CHRYSLER JEEP DODGE OF	MARLOW HEIGHTS			
Dealer Address	5060 AUTH WAY					
Dealer City	TEMPLE HILLS	Dealer State	MD	Dealer Zip	20746	
Owner	[REDACTED]			Contact Type	D2D NO CASE MANAGER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	TEMPLE HILLS MD	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Intermittent issue with the wipers
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved
Product - Electrical - Trip Computer / EVIC - Intermittent or Inoperative - Default	States the displays flicker.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States the headlights will fade then come back on.
Product - Drivability - Unknown - Hesitation/No Power - Default	States the vehicle will hesitate when driving.

Purchased New or Used? new
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle?
 Na

Customer states that he is having electrical issues with his van and no longer feels safe in it. Customer informed agent that it acts like it wants to stall out sometimes and occasionally the wiper blades will not turn on. Customer states that the upper center console light at night will sometimes dim at night and the headlights will also act like they want to shut off. Customer informed agent that the dealership replaced the module in the overhead compartment and it seemed to correct the concern for a short time, then it started to act up again. Customer believes that the vehicle has major electrical problems. Customer informed agent that the dealership has not addressed the issue with the hesitation. Agent contacted dealer and spoke with George the service advisor. George states that there was an issue with the over head display flickering and they replaced the EVIC module. George informed agent that the customer has never addressed the issue with the hesitation or the headlights.

01-24-08 13,684 States the overhead lights flicker. Replaced the EVIC module.

Agent advised George that a direct to dealer is being sent. Agent advised customer that a file is being sent to the dealership to get the appropriate parties involved. Agent informed customer to schedule an appointment with the dealership to have his hesitation and headlight issues addressed. Agent provided the reference number.

\$\$\$ \$ DIRECT-TO-DEALER (Code=4A) \$\$\$ \$ \$ \$ \$ \$ \$ \$ \$ \$
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

This Direct-to-Dealer CAIR is being sent for the following reason:

Unresolved vehicle concern

Please update this CAIR as required.

Agent called dealer and spoke to George to inform that CAIR was being sent.

\$

REASSIGNED TO BC/DLR 35 66320 02/26/08 10:14 O 17260353

*Contact Date:02/29/2008

Service Manager at the dealership has closed the Cair# 17260353

Warranty repair has been documented on Repair Order#362093

CAIR RETURNED FROM DEALER ON 2/29/2008 AT 12:54:151 R 17260353

*Contact Date:02/29/2008

Service Manager at the dealership has closed the Cair# 17260353

Warranty repair has been documented on Repair Order#362093

CAIR RETURNED FROM DEALER ON 2/29/2008 AT 12:55:723 R 17260353

Customer Assistance Inquiry Record (CAIR)#	17265292
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VIN	1C4GP45R5 5B [REDACTED]	Open Date	02/27/2008	Built Date	06/22/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	08/22/2005	Mileage	55,912	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	26698	GREATER MOBILE CHRYSLER JEEP, INC.			
Dealer Address	3016 GOVERNMENT BLVD				
Dealer City	MOBILE	Dealer State	AL	Dealer Zip	36606
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ROBERTSDALE AL [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Unknown - Noisy - Default	Customer states that his transmission is making a winding noise.
--	--

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer states that he sent in e-mail about complaints for his transmission issue. He states that it was winding noise and a down shift but not its developed between 40-45 mph. He states that it is missing. He states that he would like to get something done about it before their 7/70. He states that he has taken it to Chris Myers twice but they only show one invoice. Also took it to the GREATER MOBILE 26698 one time also. Agent spoke with Kevin. He stated the vehicle has only been in one time.

 10/24/06 @ 26499 miles Customer states that has a winding noise in lower speeds but really hear it in Park, tech test drove and checked fluid but found nothing wrong.

 Agent contacted the dealer 68756 and Vickie the service manager was at the other building but was with a customer. Agent will try back at a later time when allowed. Customer did state that they did not find anything either but is going to take it back to dealer 68756 about a week. Agent advised customer that agent will call that dealer back and get that repair history for that one visit and advised customer to call back when he takes the vehicle in for the repair and then we can send a file to the dealer. Agent provided reference number.
 Agent contacted and spoke with the service manager, Vickie.
 ***Repair History**
 2/02/06 @ 9781 miles , Replaced head lamp switch
 01/30/06 @ 9560 miles, Head lamp intermitten, could not duplicate
 01/19/06 @ 6538 miles, Seat shifts when moving, Normal shift did not find anything
 Winding noise coming from

transmission, compared to another vehicle and could not duplicate.
Customer will call back when vehicle is at the dealership.

Customer Assistance Inquiry Record (CAIR)# **17272235**

VIN	2C4GP44R1	5R [REDACTED]	Open Date	02/28/2008	Built Date	02/03/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	02/14/2005	Mileage	52,346	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	65804	GREAT VALLEY CHRY-JEEP				
Dealer Address	2329 FULTON					
Dealer City	SACRAMENTO	Dealer State	CA	Dealer Zip	95825	
Owner	[REDACTED]			Contact Type	D2D NO CASE MANAGER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SACRAMENTO CA	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	CD player intermittently works, CD player was replaced.
Dealer - Service/Body Shop - Personnel - Other - Technician	Caller states that money was stolen out of vehicle in service.
Product - Electrical - Battery - Complete Failure - Default	Caller states the battery was replaced.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Dash lights flicker intermittently.

Purchased New or Used?
 If Used, date purchased?1/18/06 Mileage?24125
 From whom did customer purchase used vehicle?
 ? CDJ dealer
 Caller is niece of owner and states that the vehicle was at dealership for repairs on electrical. Caller states they replaced the battery. Caller states that the money was 104.00 for a narcotics organization. Caller states that they called the main office at the dealership and they will not call them back. Agent advised that the dealership is independently owned and operated. Agent advised that the customer will need to discuss this with general manager at the dealership. Agent advised of reference number
 Customer called stating that he is taking the vehicle back to the dealer today for electrical concerns. Agent contacted the dealer and spoke with Tim service advisor. Tim advised that he will fax the repair history for electrical concerns on the vehicle. Agent advised customer that the file will be sent to the dealership and technical assistance to help the dealer resolve the concerns.
 Caller Tony Neusius provided reference number and advised the vehicle has to be taken back to the dealership for the fifth time for the same instrument cluster concern advising the headlights and other electrical components are flickering. Caller advised this is beginning to get very frustrating.
 Customer states the dealer has made a couple of attempts to repair the issue.
 Agent consulted with VLB21 advised to call the dealership and get the

repair history or to see if the repair history has been faxed if not can it be. Agent called dealer # 65804 the number was busy with several attempts. Agent made several attempts and two hold sessions for the caller holding three minutes each and was not able to get through to the dealer. Agent advised the customer to go ahead and keep the dealer appointment and the agent would inform the the previous agent of the situation to see about getting the information needed.

Agent contacted dealership 65804 and spoke to Patrick (Dispatcher) who states the vehicle was at the dealership on

03/03/08 at 52151 for dash lights flicker, gauges not working, radio stops working, still at dealership

02/01/08 at 50231 for CD player not working intermittently, replaced

01/31/08 at 50298 for dash lights flickering, gauges erratic, battery replaced

10/26/07 at 45674 for lights flashing, no duplication

10/16/07 at 45382 for headlights flashing, headlight switch replaced

Agent informed Patrick a direct to dealer CAIR would be sent. Agent informed customer the file would be forwarded and advised to continue working with the dealership.

\$\$\$ DIRECT-TO-DEALER (Code=4-A) \$\$\$\$\$\$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

This Direct-to-Dealer CAIR is being sent for the following reason:

Unresolved vehicle concern

Please update this CAIR as required.

Agent called dealer and spoke to Patrick to inform that CAIR was being sent.

\$

Agent contacted customer and spoke to Mr. Mundy. Agent informed him the file for the vehicle has been forwarded to the dealership to get the dealership's technical assistance involved with the repairs.

REASSIGNED TO BC/DLR 71 65804 03/07/08 13:03 R 17272235

*Contact Date:05/21/2008

Service Manager at the dealership has closed the Cair# 17272235

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/21/2008 AT 12:23:623 R 17272235

Customer Assistance Inquiry Record (CAIR)# 17281606

VIN	2C4GP44R5	5R [REDACTED]	Open Date	03/03/2008	Built Date	03/23/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	10/30/2004	Mileage	26,037	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	68296	CENTRAL GARAGE OF CHILTON INC				
Dealer Address	516 N MADISON STREET					
Dealer City	CHILTON	Dealer State	WI	Dealer Zip	53014	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	
	CHILTON WI [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default | headlamp switch sticks

Dealer wanted to goodwill the headlight switch repair because the vehicle is under basic by mileage and only out by a few months by time. The cost of the repair is less than the Chrysler Service Contract deductible and dealer could not enter claim for deductible waiver for this reason. DM agreed to reimburse dealer \$63.55 to cover the cost of the repair as a goodwill gesture.
 POSTMARK DATE: 030608; DATE RECEIVED: 030608

Customer Assistance Inquiry Record (CAIR)# 17285095

VIN	1D4GP24R2 6B [REDACTED]	Open Date	03/04/2008	Built Date	11/07/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	11/02/2006	Mileage	22,000	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42947	AUTOWEST CHRYSLER JEEP DODGE			
Dealer Address	230 AUTOMALL DR				
Dealer City	ROSEVILLE	Dealer State	CA	Dealer Zip	95661
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LINCOLN CA [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Unknown - Defective - Default | Customer inquiring about transmission concern.

Purchased New or Used? NEW
 If Used, date purchased? N/a Mileage? N/A
 From whom did customer purchase used vehicle? N/a
 Customer states her transmission will not shift. Customer states she has had nothing but problems with the vehicle and now the transmission has went out and the vehicle will not shift. Customer has appointment with dealership tomorrow. Customer seeking rental. Agent advised customer before CCAC can review rental there has to be a complete diagnose. Customer states she would like to speak with a supervisor. Customer states they have diagnosed the head light problem in the past and she was waiting on parts. Agent consulted with TLG64. Customer states she understands that but she would like to speak with a supervisor. **TLD64 took over the call***TLG64 advised customer that before CCAC can review into rental there has to be a complete diagnose on the vehicle. Customer states she also has contacted dealership and they have not contacted her back. TLG64 advised customer that she could contact dealership and see if she can get service manager to speak with her. Customer states per her state if there is a safety issue she can file for lemon law. TLG64 advised customer that lemon is different per state. Customer states she has contacted her state attorney generals office. Customer would like a address to write to CCAC. TLG64 provided customer with address to CCAC. Customer states she will call back.

Customer Assistance Inquiry Record (CAIR)# 17286081

VIN	2D4GP44L3	5R	Open Date	03/04/2008	Built Date	04/17/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	08/31/2005	Mileage	51,735	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44771	GRIFFIN DODGE				
Dealer Address	N83 W15474 APPLETON AVE					
Dealer City	MENOMONEE FALLS	Dealer State	WI	Dealer Zip	53051	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MILWAUKEE W				Country	UNITED STATES

Product - Body / Trim / Paint Finish - External Ornamentation - Dings or Dents - Unknown	Customer had a dent.
Product - Electrical - Tire Pressure Monitor - Intermittent/Inoperative - Default	Customer has had a concern with the tire pressure sensor.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the remote start, air bag, headlights
Product - Steering - Unknown - Leaks - Default	Customer stated that he had a power steering leak.
Product - Brakes - Disc Brake Assy/Calipers - Other - Unknown	Customer stated that he replaced his brakes.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer stated that the CD player quit working.
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Customer stated that the aftermarket remote start does not work.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag light is on.
Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Customer stated that the alarm went off.
Product - Electrical - Battery - Intermittent or Inoperative - Default	Customer stated that the battery is going dead.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated that the headlight switch does not work.
Product - Electrical - Navigation System - Intermittent/Cuts In and Out - Default	Customer stated that the navigation system quit working.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Rear	Customer stated that the rear windshield wiper does not work.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer stated that the regulator has been replaced.
Product - Body / Trim / Paint Finish - Seat Upholstery - Broken, Cracked - Front-Driver	Customer stated that the seat is cracked.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Unknown	Customer stated the cup holder was cracked.
Product - Drivability - Unknown - Other - Default	Customer states she is having issues with the vehicle.
Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	Customer wanted a sunroof which the dealer gave him.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states that she is having issues with her vehicle. Customer states that her husband is going to contact CAC to provide the information on the issues they are having. Agent provided reference number.

Customer stated that he sent the vehicle to his wife in CA and lights have come on. Customer said that he took the vehicle to the location for the oil changes and found six codes. Customer stated that the dealer reset the computer and a few days later the lights came back on. Customer said that he was provided a loaner and the shin air bag went off. Customer said that another air bag went off and went to get some items from the dealer. Customer said that the dealer was told to change sensors and the console. Customer said that his tire pressure sensors have been a concern, the trim; the CD player would quit working. Customer said that the CD player has been replaced three times and the navigation system quit talking. Customer said that the dealer reset the computer. Customer had to have the brakes replaced and the vehicle shakes. Customer stated that the rear windshield wipers quit working and the dealer found that wires were disconnected. Customer said that the dealer repaired the windshield wiper. Customer said that his air bag light is currently on and has an aftermarket service contract. Customer said that the lights will go off and has had a power steering leak. Customer said that the window regulators have been replaced. Customer said that the aftermarket company would not cover the aftermarket remote start. Customer alleges that the seat cracked under warranty and the cup holder broke. Customer said that he was told that the crack and cup holder was normal wear and tear. Customer said that he had a concern with the purchase of the vehicle as well and the alarm did not work. Customer said that the dealer fixed the alarm and there was a dent, which was fixed. Customer wants his vehicle replaced and the current concern is with the battery. Customer stated that the remote start, air bag sensor, headlight switch, cracked seat, and the electrical concern are his current concerns. Agent advised customer that his vehicle will be repaired per the terms of the warranty. Agent called dealer 44771 and spoke to Matthew a Service Advisor.

Service History:

1/25/08 51735 miles Customer had a concern with the headlight switch. Dealer did not duplicate and the switch was not covered by the aftermarket service contract company.

Agent was transferred to Randy a Service Advisor. Randy stated that the aftermarket service contract company would not cover the headlight switch.

12/12/05 6000 miles Customer stated that the air bag light came on. Dealer replaced the clockspring.

12/19/05 6729 miles Customer had an air bag light on. Dealer replaced air bag control module, air bags for passenger side, instrument panels, clockspring, and side air bag.

Agent advised Randy that a direct to dealer will be sent. Agent advised customer that a file will be sent to get additional parties involved.

Customer is seeking assistance to get the vehicle repaired.

Customer is wanting assistance since his aftermarket service contract company will not cover his repairs. Agent consulted with TNC10 and transferred customer for further assistance.

****Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the aftermarket remote start, air bag sensor, headlight switch, cracked seat, and electrical concern involving the battery

How far out of warranty is the vehicle/repair by time and/or mileage?

17,000 miles

Is there a service contract on this vehicle that would cover the repair?

no but customer has an aftermarket service contract

Is the customer the original owner of this vehicle?

yes

How many Chrysler vehicles has the customer owned including this vehicle?

1

customer has only had warranty work on the air bag
Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
no

****End structured narrative T2 - GOODWILL ESCALATION

Customer states that the aftermarket remote start does not work, air bag light is on, the seat is cracked, the headlight switch needs replaced, and there is an electrical concern with the battery . States that there was also an issue with the axle braking. States that he took vehicle to Firestone for this repair and states that the dealer only reimbursed him for the parts so he is out \$500 for that repair. Customer seeking assistance with the current concerns. Agent advised customer that Chrysler will not assist with the aftermarket remote start due to this was not on vehicle from the factory. Customer understood. Agent advised customer that the axle repair would have been covered under the powertrain warranty had he taken vehicle to dealer. Advised all warranty repairs must be completed at an authorized dealer. Customer is original owner of vehicle, purchased an aftermarket service contract, previous issues. Agent called dealer 44771 and spoke with Matthew, who states he will have service manager call agent back. Agent provided number and extension. Offered customer a call back.

Agent called dealer back and spoke with Taunya in service, who states that the service manager is not in the office. Agent provided number and extension.

===Dealer Contact

Leeroy, Service Manager of dealer 44771. States vehicle was examined with following concerns: Remote start needs main module replaced, could not duplicate issue with head lights, sensor and connector need replaced. No mention of seat or battery concern was made to the dealer. Leeroy verified remote start system is Mopar unit but is technically aftermarket as it was added after sale.

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

Customer called in a stated that some one was supposed to call back from Chrysler and no one had called. Customer also, seeking new update or wanted to talk with Kelly.

Agent stated that previous agent has left the note that Chrysler will not participate in the repair. The vehicle is warranty has expired.

Customer states that customer wants to speak with Kelly or Kelly s supervisor about decision customer was informed about on 03/28/08 that Chrysler will not participate in repairs due to out of warranty issue.

Customer states customer wants to speak to supervisor.

Agent concurred with MDF34 who concurred with agent.

Agent informed customer that agent supervisor concurred and Chrysler will not participate.

Customer again states long history of issues and states vehicle should be repurchased.

Agent informed customer that buy back issue should have been addressed while vehicle under warranty.

Customer persists in requesting a supervisor.

MDB80 took over call.

Customer was informed that the decision will not be overturned and that CCAC will document disagreement with decision.

Customer requests if there is anyone else customer can speak with.

Agent informed customer that this decision is final.

Customer was very unhappy about decision and continued to refer to service history and problems.

Agent informed customer that the decision was made at Corporate level and will not be overturned.

Customer Assistance Inquiry Record (CAIR)# 17286589

VIN	2D4GP44L6 5R	Open Date	03/04/2008	Built Date	10/29/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	12/29/2004	Mileage	47,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	66405	BURGER CHRYSLER-JEEP INC			
Dealer Address	2600 SOUTH THIRD STREET				
Dealer City	TERRE HAUTE	Dealer State	IN	Dealer Zip	47802
Owner		Contact Type	TELEPHONE		
Address		Home Phone			
	ROCKVILLE IN	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States dealer can not repair the vehicle.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that he is having issues with the head lights and interior lights

Purchased New or Used? Used
 If Used, date purchased? 1/28/06 Mileage? 37175
 From whom did customer purchase used vehicle?
 na
 The customer states that he was having issues with the head lights and interior lights in the vehicle and he states that he would like to document a complaint about this issue and the customer states that the dealership replaced the battery and this did not resolve the issue and he wants his vehicle repaired. Agent contacted the dealership 66405 and was able to speak with Dustin and the repair history is as follows:
 1/16/08 at 48599 miles the customer complains that the head lights and interior light were flashing and they replaced the battery per star and they test drove the vehicle and no concerns present.
 Dustin states that it has now been 2 months later and the customer contacted today stating that he was having the same concern with the vehicle and they suggested that he bring the vehicle back in for further diagnosing. Agent attempted to contact the previous dealership 68407 and they have closed and no additional repair information can be obtained.
 The customer was informed that the dealership is requesting that he bring the vehicle back in for servicing if he is still having the issues with the vehicle. The customer states that the dealership 66405 directed him to contact CCAC for additional assistance and he was informed that his concerns have been documented and that he would need to continue working with the dealership to resolve his concerns. The customer was informed that he could seek a second opinion if needed and he understands and was provided with his reference number. The customer states that he will contact his states generals attorney about this and he was informed that this would be at his own discretion and he disconnected the call.

Customer Assistance Inquiry Record (CAIR)# **17299525**

VIN	2C4GP54L4	5R	Open Date	03/07/2008	Built Date	10/22/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	02/24/2005	Mileage	35,831	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	26718	GRAND PRIX JEEP-CHRY LLC				
Dealer Address	500 SOUTH BROADWAY					
Dealer City	HICKSVILLE	Dealer State	NY	Dealer Zip	11801	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	BETHPAGE NY	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the check engine lights come on.
Product - Electrical - Power Windows - Defective - F. Door-Driver	Customer states that the power window regulator has had issues.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?N/A
 Owner states that she was suppose to receive a call back but have not.
 Owner states that is it in regards to the intermittent electrical problem. Agent contacted dealership 26718 and spoke with Mandy service manger. Manny states that the customer is currently in for the headlights not turning on. Dlr states that he has been unable to duplicate the problem. Dlr states prior to the on 11/26/2007 at 30,831-dvd/cd player was not working. DLR states that he was unable to duplicate the problem. 6/29/2007 window regulator was replaced. 3/19/2007 Abs light and brake light on. Reset computer. 3/9/2007 Check engine light one and remote start was not working. Unable to duplicate. Agent advised owner that for Chrysler to be able to fix the vehicle the dealership has to diagnose the problem. Agent advised owner that if she feels as if it is the dealership she could seek a second opinion. Owner states that she would speak with her attorney. Agent advised owner that she could do anything outside of Chrysler that she would like to do. Agent provided reference number.

Customer Assistance Inquiry Record (CAIR)# 17309651

VIN	2D4GP44L5	5R	Open Date	03/11/2008	Built Date	10/01/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	02/18/2005	Mileage	32,210	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	08711	FAIRVIEW CHRYSLER JEEP INC				
Dealer Address	7589 WEST RIDGE RD					
Dealer City	FAIRVIEW	Dealer State	PA	Dealer Zip	16415	

Owner		Contact Type	FAX
Address		Home Phone	
	ERIE PA	Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Goodwill assistance request.
Product - Electrical - Lamps and Switches - Other - Default	Switch replaced, customer seeking assistance.

****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Goodwill assistance with headlight switch.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 Under my mileage, less than a month.
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 Yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 4
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative T2 - GOODWILL ESCALATION
 Purchased New or Used? NEW
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer is asking for assistance with the repair of a headlight switch.
 Agent conferred with TNC10. Agent is referring customer to Tier Two for goodwill assistance. Repair has been performed.
 Writer took call on 3/11/08 owner wants reimbursement for switch repair he paid \$53 writer advised owner to fax in dealer receipt will reimburse as goodwill warranty just expired by 1 months time.
 Writer got fax reimbursed owner \$53 goodwill customer is satisfied.
 POSTMARK DATE: 031108; DATE RECEIVED: 031208

REASSIGNED TO BC/DLR 74 67506 03/12/08 13:13 O 17313119
dlr input new mirror with sensor that was causing issues. new part was
installed 5-8-08. no further issues have been expressed from customer
since the part was installed. writer closing cair. dmp6

Customer Assistance Inquiry Record (CAIR)# 17316361

VIN	2D4GP44L9 6R [REDACTED]	Open Date	03/13/2008	Built Date	07/29/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	04/11/2006	Mileage	32,900	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	44424	MIKE ANDERSON DODGE INC			
Dealer Address	3527 SOUTH WESTERN AVE				
Dealer City	MARION	Dealer State	IN	Dealer Zip	46953
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FAIRMOUNT IN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	Customer states headlamps and interior lamps flicker.
Product - Electrical - Alternator/Voltage Regulator - Defective - Default	Customer states the alternator was replaced.

Purchased New or Used? New
 Customer states headlamps and interior lamps flicker. Customer states vehicle has been to dealer several times for concern and she was told there is not a fix. Writer contacted dealer 44424 and spoke to service manager, Mark. Mark provided history as follows:
 1/07 - lights flickering - alternator replaced.
 2/07 - lights flickering - replaced switch.
 3/07 - lights flicker - STAR was contacted and dealer was advised this is normal.
 ##### DIRECT-TO-DEALER Code=1A #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.
 Agent called dealer and spoke to service manager, Mark to inform that CAIR was being sent.
 CUSTOMER CONTACT INFORMATION: [REDACTED]
 #####
 REASSIGNED TO BC/DLR 42 44424 03/13/08 10:18 O 17316361
 *Contact Date:03/24/2008
 Service Manager at the dealership has closed the Cair# 17316361
 After review of the request for assistance, it was determined that assistance was not merited.
 Request was reviewed with DM.
 CAIR RETURNED FROM DEALER ON 3/24/2008 AT 12:53:841 R 17316361

Customer Assistance Inquiry Record (CAIR)# **17317797**

VIN	2A4GP54L2 6R [REDACTED]	Open Date	03/13/2008	Built Date	04/06/2006
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING	
In Service Dt	11/08/2006	Mileage	21,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	23507	THOMAS GARAGE INC			
Dealer Address	252 EAST MAIN STREET				
Dealer City	ST. CLAIRSVILLE	Dealer State	OH	Dealer Zip	43950

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	JACOBSBURG OH [REDACTED]	Country	UNITED STATES

Corporate - Lost Customer - Default - Default - Default	Customer alleges Chrysler lost a customer.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges headlamps flicker.
Product - Electrical - Power Sliding Door - Other - Both Sides	Customer alleges there was a problem with the doors.
Product - Air Conditioning / Heater - Unknown - Other - Default	Customer alleges there was a problem with the heater.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer alleges there was a problem with the transmission.
Referral - Other - Default - Default - Default	Customer referred to dealer and financial institution.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer alleges he is unhappy with the vehicle. Customer alleges he has electrical concerns. Customer alleges there have been problems with the headlamps, heater, transmission and doors. Customer alleges he no longer wants the vehicle. Customer alleges he does not want the vehicle to be bought out but he does want to avoid a loss if he trades in the vehicle. Agent referred customer to the dealer and Chrysler Financial. Customer states that he has no problems with dealer 23507 and is not financed through Chrysler. Agent advised customer that CCAC does not get involved in sales or finance and that he would need to work with the dealer he is wanting to go through for the vehicle and his finance company. Customer alleges that Chrysler just lost a customer.

Customer Assistance Inquiry Record (CAIR)# 17318571

VIN	1C4GP45R7 5B [REDACTED]	Open Date	03/13/2008	Built Date	10/04/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	11/24/2004	Mileage	29,265	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	62431	KREBS CHRYSLER JEEP INC			
Dealer Address	1015 WILLIAM FLYNN HWY RTE 8				
Dealer City	GLENSHAW	Dealer State	PA	Dealer Zip	15116
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	PITTSBURGH PA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	Customer seeking reimbursement for installing of headlight switch.
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POSTMARK DATE: 030708; DATE RECEIVED: 031108
 As requested by the previous agent, customer has sent the letter along with the invoice mentioning the installation of headlight switch requesting for participation in reimbursement because as per the customer the mileage is within warranty. Agent checked the records, even though the mileage is within warranty, the warranty has expired(time by 4 months). Agent spoke to the service advisor Mr. Potter at Krebs dealership # 62431 and confirmed the repair being done at their facility. Customer had been there only once for this repair. Total installation charges is \$153.01. Agent considering reimbursement of parts only i.e. \$70.00
 Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? CDJ Dealer
 ??
 Customer is loyal with a total of three new vehicles purchased. Customer was advised to submit workorder with proof of payment for consideration of reimbursement on repair/replacement of the headlight switch. Repair was completed through dealer #62431. Invoice is not stamped paid and there are numbers written above the total charges.
 Agent contacted dealer #62431 and spoke with Kevin, who states that customer did pay for repairs in the total amount of:
 Parts: \$70.00
 Labor: \$73.00
 Tax: \$10.01
 Total: \$153.01
 Due to customer loyalty and low mileage, CCAC will reimburse customer for the part only as a one time goodwill gesture. Reimbursement amount will be for \$70.00.
 Agent attempted to contact the customer on 03/17/08 at 4:50 pm on the

customer s Home phone.

Mr. Zang accepts reimbursement amount and verifies the check should be mailed to the following name and address:

Mr. [REDACTED]

[REDACTED]
PITTSBURGH PA [REDACTED]

Agent provided reference number, added, and processed check.

vehicle. Or provide a rental vehicle under her s is full repaired.
Alleges vehicle was at dealer the entirety of last week and is at the
dealer now.

Contacted dealer 68830 and spoke to Assistant Service Manager Terry.
BCM previously replaced and reprogramed in Decemeber 2007. Claims no
repair order since than.

Informed customer of this. Advised issues would be documented.
Recommended that she remain in contact with the dealer. Customer stated
that she will contact the Attorney General.

*Contact Date:04/08/2008

General Manager at the dealership has closed the Cair# 17337282

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 4/08/2008 AT 09:25:811 R 17337282

Customer Assistance Inquiry Record (CAIR)# **17343202**

VIN	2C4GP44R0	5R [REDACTED]	Open Date	03/21/2008	Built Date	12/07/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	12/08/2004	Mileage	68,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60173	EDDIE ACCARDI DODGE CHRYSLER JEEP				
Dealer Address	101 COMMERCE PARK DRIVE					
Dealer City	THOMASVILLE	Dealer State	GA	Dealer Zip	31757	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	MACON GA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Glass - Broken, Cracked - R. Door-Driver	Both rear windows shattered for no reason.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Ongoing issue with the headlights intermittently going off.

Purchased Used
 If Used, date purchased? 10/21/05 Mileage? 17,000
 From whom did customer purchase used vehicle?
 60173
 Ms. [REDACTED] calling states months ago she took the vehicle into dealer 60173. States at nighttime the headlights intermittently go out for 45 seconds. Dealer 60173 unable to duplicate concern. Customer states while driving down the road at 10:30 p.m. at night she heard a loud pop. Whenever she got home both rear windows where out. She had to pay for the repair.
 Customer has not been back to the dealer since then.
 Customer is going to take vehicle into dealer. Provided reference number.

Customer Assistance Inquiry Record (CAIR)#	17375167
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VIN	2A4GP54L3 7R [REDACTED]	Open Date	04/01/2008	Built Date	12/19/2006
Model Year	2007	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON	
In Service Dt	07/19/2007	Mileage	5,500	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS			

Dealer	65454	BLOOMINGTON CHRYSLER JEEP, INC			
Dealer Address	8000 PENN AVENUE SOUTH				
Dealer City	BLOOMINGTON	Dealer State	MN	Dealer Zip	55431

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	EDEN PRAIRIE MN [REDACTED]	Country	UNITED STATES

Corporate - Arbitration - Default - Default - Default	Arbitration case 74085003MN
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlamps flicker intermittently

The arbitrator DENIED the owner s request for repurchase, however he ruled that Chrysler will repair the lighting condition.

I called Dave the service manager, at Bloomington, he will call the owner for an appointment. He will fax the repair order to me after they are finished diagnosing the vehicle.

Compliance date 4/11/08.

Dave, the service manager called- the states the appointment is next week 4/8/08. Dave states that the owner wants a loaner vehicle- the arbitrator did not make a decision on the loaner vehicle only the lighting concern. How does the arbitrator want Chry LLC to repair a normal vehicle characteristic? Even the owner admitted that the rental vehicle he had did the same thing? (lights flicker).

I called Dave at dealer- left message for return call..

4/11/08 The dealer inspected the entire electrical system- they could not find anything wrong with the vehicle.

Faxed compliance docs and RO# 313645, to NCDS. Ok to close file.

BY the way the dealer provided a free rental vehicle to the owner.

Customer Assistance Inquiry Record (CAIR)# **17376048**

VIN	1D4GP24R1 5B [REDACTED]	Open Date	04/01/2008	Built Date	06/28/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/29/2005	Mileage	67,089	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44790	CITRUS CHRYSLER JEEP DODGE			
Dealer Address	12020 US 301				
Dealer City	DADE CITY	Dealer State	FL	Dealer Zip	33525
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	DADE CITY FL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that the head lights do not work sometimes.
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Purchased New or Used? new
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle?
 na
 The customer states that she needs repairs to her vehicle and she states that her head lights will not work intermittently and she states that the dealership is charging her for the repairs and she would like to know why. The customer was informed that if the issue is intermittent and the dealership is not able to find or duplicate the concern that she is subject to be charged and she understands. The customer states that the dealership would not provided her with a rental vehicle and she was informed that she has first day rental and that a vehicle should be provided to her. Agent contacted the dealership 44790 and was able to speak with Ron and he states that he has a representative from enterprise there now to pick up the customer. The customer was informed of the above information and she will continue working with the dealership.

4/10:Customer has traded the vehicle for another product.

Customer Assistance Inquiry Record (CAIR)#	17378138
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VIN	2C4GP44R8	5R [REDACTED]	Open Date	04/02/2008	Built Date	12/21/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/07/2005	Mileage	41,100	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	49981	C-H-S INC./DOLLAR - HAWAII				
Dealer Address	5330 E 31 ST					
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74135	

Owner	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Home Phone
[REDACTED]	MESA AZ [REDACTED]	Country
		UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that airbag light turns on and off .
Product - Electrical - Radio/Spkr/Clock/Antenna - Defective - Default	The Customer states that the radio turns off while listening to it.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	The customer alleges that the gas gauge is not accurate.
Product - Electrical - Lamps and Switches - Other - Default	The dash lights and head lights flicker.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 There is an electrical issue with my van that the dealership cannot fix.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 03/01/06 Mileage? 41100
 From whom did customer purchase used vehicle?
 Dealer 60007 Superstition Springs
 ***** BEGIN CUSTOMER EMAIL *****
 There is an electrical issue with my van that the dealership cannot fix.
 For the past 10,000 miles, my van has been experiencing an electrical issue that the dealership cannot fix. The dealership manager stated that all parts that should be affecting this issue have been replaced and they do not know what else to do. The issue is the following: While driving or parked, the dash lights flicker, my head lights flicker, the passenger airbag light will turn on and off (so I don t know when it is really functional), the radio will turn off while listening to it, the gas gauge is not accurate, etc. The issues started when the vehicle still had the original warranty on it (even though we still have the extended warranty in effect.) How do we correct this issue? Please help. Thank you!
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.
 We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and improvements desired by the customers.
 Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
 Our dealerships have the factory training, equipment and information

available to them to diagnose and correct problems with our vehicles.
Should your dealer require factory assistance, it is available through
the regional Business Center.

As you have been working with an authorized dealership but the problem is
not yet resolved, seeking a second opinion from a different dealer may be
a viable option. Given below are the few authorized Chrysler Dealers in
your vicinity:

Darner Chrysler Jeep

837 West Main Street

Mesa, AZ 85201-7194

Phone: 480-969-7311

Earnhardt s Chrysler Jeep

577 E Baseline Rd

Tempe, AZ 85283-1252

Phone: 480-345-7700

Power Chrysler Jeep

6460 E McDowell Rd

Scottsdale, AZ 85257

Phone: 480-994-4999

Thanks again for your email. We appreciate you and your business.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 17380121

VIN	2D4GP44L9 5R [REDACTED]	Open Date	04/02/2008	Built Date	02/07/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	02/14/2004	Mileage	92,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	Dealer State	MO	Dealer Zip	63011
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LONEDELL MO [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states brakes lights come on when accelerating.
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer states door locks not operating at times.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states headlights go out at times.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states park indicator flashes.
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Customer states radio goes out at times.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalled.

*****RECALL CONTACT*****

Purchased New or Used? NEW
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer called in stating that recently his vehicle has been having major electrical issues. The customer stated that the park indicator will start flashing and the abs and brake light will come on and the radio will go out. The customer stated that also at times the exterior brake and tail lights and headlights will not operate. The customer also stated that the most recent issues with the vehicle electrical system is the power door locks stopped working and the vehicle also stalled on the customer. The customer stated that the vehicle has been into the dealer many times and the customer states the dealer still has not fixed the issue. The customer is wanting for Chrysler to find the issue and fix the vehicle before the electrical issues get worse. Due to non recall the customer was transferred to CCAC.
 Customer states that he has been having an issue with the vehicle and the lights will flicker and when he accelerates the abs and brake light come on and the electrical components shut off. Customer informed agent that last night the vehicle completely shut off. Customer states that he has had his vehicle into the dealership 3 times and he has an appointment tomorrow morning. Customer informed agent that the other morning his wife was driving the vehicle and the headlights went out, so she had to restart it. Customer states that he last had his vehicle into the dealership a year ago. Agent advised customer to have the dealership look at the vehicle tomorrow.

Customer Assistance Inquiry Record (CAIR)# 17398771

VIN	2C4GP54L8 5R [REDACTED]	Open Date	04/09/2008	Built Date	09/08/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	12/27/2004	Mileage	54,000	Dealer Zone	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	FORT WAYNE IN [REDACTED]	Country	UNITED STATES

Product - Brakes - Unknown - Defective - Rear	Customer complaining about excessive amount of service
Product - Electrical - Lamps and Switches - Defective - Default	Customer complaining about excessive amount of service
Corporate - Personnel - Default - Informative - Default	Customers query want replied.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Excessive amount of service

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? ? Used ?

If Used, date purchased? ? 10/07/06 ? Mileage? ? 54000 ?

From whom did customer purchase used vehicle?

? Individual ?

***** BEGIN CUSTOMER EMAIL *****

This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn t always work, the passenger sliding door doesn t open by itself any more, it needs new rear brakes, and both wireless headsets are now broken. Also sometimes the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer promised to replace the winshield, but still hasn t. It has three cracks in it. I had a Fort Winstar with over 100k miles on it and it didn t have anything near as many problems. Is this amount of problems usual for one of your products?

***** BEGIN EMAIL RESPONSE *****

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and Country.

In response to your email we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS Impact Sensor

Please contact your local authorized Chrysler, Dodge, or Jeep dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email, we value you and your business.

***** END EMAIL RESPONSE *****

***** BEGIN CUSTOMER EMAIL *****

Actually I ve already had that taken care of yesterday. But that does t answer anything that my message was about.

***** BEGIN EMAIL RESPONSE *****

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss

this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

Thanks again for your email.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 17398974

VIN	1D4GP45R9 5B [REDACTED]	Open Date	04/08/2008	Built Date	03/08/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	08/17/2005	Mileage	41,680	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44124	EXPRESSWAY DODGE INC			
Dealer Address	5531 E INDIANA				
Dealer City	EVANSVILLE	Dealer State	IN	Dealer Zip	47715
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	EVANSVILLE IN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Owner complains of intermittent complete failure of various accessories.
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Since first failure at approximately 600 miles, owner and other drivers have experienced temporary failure of various accessories, such as heater/defrost, radio, headlamps, wipers, etc. Dealer has done extensive diagnosis and every repair over time and mileage has been a temporary repair. The condition has always returned. Owner insisted on another vehicle; dealer has worked trade deal to get owner into a 2007 Dodge Caravan, covered difference. DM has agreed to do trade goodwill certificate to assist dealer satisfy owner. DM will submit certificate request to ISG through Midwest BC. JMB
 DM has spoken to BC and dealer and \$4,000 is amount of goodwill certificate and owner is in new VIN (7R313507). Dealer has VIN 5B354171 to resell. VIN has been repaired. JMB

Customer Assistance Inquiry Record (CAIR)# 17404986

VIN	2D4GP44L5	5R	Open Date	04/10/2008	Built Date	07/04/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	08/10/2004	Mileage	35,272	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	60139	IMPERIAL CHRYSLER DODGE JEEP	CORPORATION			
Dealer Address	6 UXBRIDGE ROAD					
Dealer City	MENDON	Dealer State	MA	Dealer Zip	01756	

Owner		Contact Type	E-MAIL			
Address		Home Phone				
	BLACKSTONE MA	Country	UNITED STATES			

Product - Fuel System - Fuel Pump - Leaks - Default	Complains of repair for leaks in pump required.
Product - Engine - Intake/Exh Manifolds/Turbo - Oil Consumption - Default	Complains of repairs performed for excessive oil consumption.
Product - Air Conditioning / Heater - Unknown - Leak/Water Damage/Mildew - Default	Multiple repairs performed for A/C of the vehicle.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 MULTIPLE MAJOR ISSUES IN 3 YR OLD CAR
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? New
 ***** BEGIN CUSTOMER EMAIL *****
 Where Do I begin... Let s start at about November of 2004, when I would turn the headlights on and they would turn onand off when they felt like it, or flash constantly. Then, the A/C had a leak in the rear in 05/2005. Not to mention the leak again in 10/2005 but then it was the heater coil. Next would be the A/C again in 2006 which needed to be fixed again. Then we enter 2007, with burning oil. Replaced many things including intake manifold gasket. Of course it took 6 months to diagnose the problem and then yet again we have another oil leak. Fixed again in 12/2007. February 2008 began using fuel rapidly. Once again in the shop for another week for a leak detection pump, etc. Now we are in April of 2008 with yet another problem, I now have a leaking powersteering line or pump or both. Please feel free to check the records on this car for accuracy, for there are only 35,000 miles on the vehicle and it is only 3 years old. Not to mention the annoying rattle under the car for the past 3 years when the car is run at about 1200 RPM that no one can seem to tell me what it is. Please help me. This should not be happening to a 3 yr old vehicle or any vehicle for that matter. Thank you for your time. Melissa Graves
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.
 We regret for the inconvenience you have been experiencing. After

checking our previous records we request you to please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Thanks again for your email.

***** END EMAIL RESPONSE *****

Customer complaining about her vehicle with the oil leakage, intake manifold, power steering has contacted the dealer but the problem is not resolved. Agent transferred the call to Senior Staff agent for further handling.

Owner/Customer was informed that in order to review their case for possible assistance, the owner would need to bring the vehicle to an authorized facility and authorize diagnostics.

Owner has not had it diagnosed and had an aftermarket service contract. Owner not looking for assistance, just to document complaint with vehicle repair history.

Customer Assistance Inquiry Record (CAIR)# **17406466**

VIN	1D4GP24R4 5B [REDACTED]	Open Date	04/10/2008	Built Date	03/23/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/30/2005	Mileage	22,000	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	Dealer State	CO	Dealer Zip	80906
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	COLORADO SPRINGS CO [REDACTED]	Country	UNITED STATES		

Corporate - Policy Issues - Default - Default - Default	Customer was experiencing problem with the headlights of her vehicle.
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Customer was experiencing problem with the headlights of her vehicle. Dealership was unable to fix the problem. Agent transfer the call to T3 as it is the safety issue. Writer took call on 4/10/08 customer wants assistance with headlight issue referred to selling dealer for inspection vehicle is under warranty for any repairs. Provided file and direct phone number if further assistance is needed.

Customer Assistance Inquiry Record (CAIR)#						17409518
VIN	2A8GP64L3	7R	Open Date	04/11/2008	Built Date	08/22/2006
Model Year	2007	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD LWB WAGON		
In Service Dt	10/30/2006	Mileage	17,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	45121	I G BURTON CHRYSLER DODGE JEEP OF SEAFORD				
Dealer Address	20578 SUSSEX HIGHWAY					
Dealer City	SEAFORD	Dealer State	DE	Dealer Zip	19973	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SEAFORD DE				Country	UNITED STATES

Product - Electrical - Electronic Stability Program - Intermittent/Inoperative - Default	States flashing issue with headlights.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States instrument panel light issues.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	States on going jerking transmission issue.

Purchased New or Used? New
425121

Customer claims the dealer has gave him the run-a-round and advised the running boards were messed up by the dealership who advised they are not repairing. Customer states the instrument panel, headlight (flashes) issues as well as transmission (vibrating/jerks) issues. Customer advised every time he takes the vehicle into the dealership something ends up broken and the dealer states they are not responsible for what is broke when the vehicle is in for service. Agent apologized for the inconvenience/frustration dealer 45121 has caused as well as advised all concerns have been documented to be reviewed. Customer states that each time he takes the vehicle to the dealership there are different service advisors hired/fired as well as additional miles are added on his vehicle and informed he has actually caught the service advisors at a fast food restaurant in the vehicle. Customer states G Burton has lied to him so many times that he does not know what to do and is seeking for CCAC to assist in attempt to resolve the instrument panel, headlight and transmission being inoperative issues. Agent contacted dealer 45121 and spoke to Joe in service who states that agent needs to obtain the repair history from the SM Carol and informed agent to call back in 45 minutes when she is available. Agent advised customer of the above information obtained as well as provided a call back when further information/repair history is obtained.

Agent mailing vehicle options.

Agent contacted dealer 45121 and spoke to the SM Carol who states repair history is as followed.

Date: 03/25/08

Mileage: 16,670

Repair: Headlight flicker issue - Applied TIPM (for customer satisfaction purposes, did not experience).

Date: 02/26/08

Mileage: 14,549

Repair: Headlight flicker issue - Applied headlamp switch.

Carol states the transmission 'vibrating' issue is very slight as well as advised is a normal characteristic of the vehicle and there is no repair history for the transmission. Carol states that the vehicle has not been

diagnosed for any instrument panel issues either. Agent contacted customer who states that the Headlight flicker issue still occurs on the vehicle. Agent advised customer of the file that is going to be forwarded to allow further parties to get involved in attempt to resolve the on going headlight flicker issue. Customer states that last time he took the vehicle in for the headlight issue to dealer 45121 the fuse box latches got broken and the dealership advised him that the dealer is not responsible for the fuse box latches and advised him that he would be responsible for the cost of repairs. Customer states that it is aggravating that the dealership previously advised him not to bring the vehicle back because all he does is complain. Customer states that he does not like to complain, but just likes his vehicle returned the way he gave it to the service department. Customer states he only complains about things that are not performed proper for example: grease getting on the interior on the vehicle as well as scratches and dings in the body. Customer states that he would like to get along with his selling dealership due to he purchased this vehicle there and is paying for it and should be treated like a customer.

DIRECT-TO-DEALER 1A

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager may follow up with the customer for resolution. Agent called dealer and spoke to Carol to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

REASSIGNED TO BC/DLR 35 45121 04/15/08 13:18 O 17409518

Dealer Contact

Service Manager Carol with dealer 45121 stated the customer has made false accusations about the dealer service department. Service Manager advised the customer the customer is not welcome to the dealer for any further service. Carol stated the customer did not make the dealer aware of the issue with the fuse box latches and she stated there has only been one grease spot in the customers vehicle that was cleaned by the Service Manager and she advised that since then the service department places plastic in the vehicle. Carol also advised the vehicle was not taken to any fast food restaurants and she advised the issue with the running board was not caused by the dealers body shop. Agent informed Carol the information has been documented.

*Contact Date:04/17/2008

Service Manager at the dealership has closed the Cair# 17409518

After review of the request for assistance,it was determined that assistance was not merited.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/17/2008 AT 12:12:861 R 17409518

The customer called in regards to the same issue. For further assistance, the agent escalated the call to T3.

Customer Assistance Inquiry Record (CAIR)# **17417001**

VIN	2D4GP24R7	5R	Open Date	04/15/2008	Built Date	09/22/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	11/07/2004	Mileage	40,161	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	54899	VALS MOTORS INC				
Dealer Address	756 STATE FAIR BLVD					
Dealer City	SYRACUSE	Dealer State	NY	Dealer Zip	13209	

Owner		Contact Type	E-MAIL			
Address		Home Phone				
	LIVERPOOL NY	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Customer complain about problem not resolved by the dealer
Product - Electrical - Lamps and Switches - Defective - Default	Customer complain about the headlights of his vehicle
Product - Electrical - Body Wiring - Defective - Default	Customer complain about wiring problem in his vehicle
Corporate - Rebates/Incentives - Default - Default - Default	Customer inquire who will pay for airbag not repaired during recall.
Product - Wheels and Tires - Tires - Defective - Unknown	Customer's complain about the tire rod of his vehicle
Product - Drivability - Unknown - Other - Default	Customer's vehicle shuts down while driving

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Having severe mechanical issues with 2005 Dodge Caravan Dealership is not responsive
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 03/10/06 Mileage? 25030
 From whom did customer purchase used vehicle? Other dealer
 ***** BEGIN CUSTOMER EMAIL *****
 This vehicle was purchased in March 2006 from the dealer and has been nothing but problems ever since. It was a pre-owned vehicle with 25,000 miles. It has been in the shop 3 times just for airbag issues alone without resolution from the dealer. I have now been driving without airbags since August 2006. Additionally the car will just 'shut down' while driving. I have contacted the dealer with this issue and have been told 'it only happens once and will never happen again, don't worry about it'. I do not find this an acceptable response, especially since it HAS happened again! Among other problems with this vehicle are bushings, tire-rod and wiring problems. Often I will have to turn the headlights on 3-4 times before they actually go on. I am at my wits end... no one can seem to figure out what is wrong with this vehicle. I am trying to get the name of the factory representative in Syracuse NY. Is there any way you can point me in the right direction? Anything you can do to help would be greatly appreciated. Please provide me with the name and contact information of someone at Chrysler who can help me resolve these issues.
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Caravan.
 We appreciate the time and effort you took to write to us.
 In response to your email regarding the issue with your vehicle, we

regret that you are still experiencing problems and understand how frustrating you would feel; however, we realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

We suggest you seek a second opinion from another authorized dealership.

Below mentioned are the dealerships in your vicinity:

Val s Motors

2.7 Miles Away

756 STATE FAIR BLVD

SYRACUSE, NY 13209-1314

315-487-6211

Sam Dells Dodge

4.2 Miles Away

1011 WEST GENESEE STREET

SYRACUSE, NY 13204-2244

315-472-6633

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

***** END EMAIL RESPONSE *****

Purchased New or Used? Used

If Used, date purchased? 03/10/06 Mileage? 25030

From whom did customer purchase used vehicle? Other dealer

***** BEGIN CUSTOMER EMAIL *****

REFERENCE NUMBER: 17417001 EMAIL CASE NUMBER: 1994544 Loreen, Thank you

for your quick response but I guess I am a little confused. Your email states that Chrysler 'does not have the authority to resolve concerns related to dealer workmanship...' This car was under recall (G09) for the issues regarding the airbags. Are the dealerships using the 'Chrysler' name not held to any standards to perform the proper work from your recalls? How can that be? How can Chrysler send out a recall to all of its customers but then not hold the dealership that is addressing that recall responsible for fixing the issue properly? Forgive me, but that does not seem logical. If a dealership can not properly service Dodge vehicles...they should not be allowed to use the 'Chrysler/Dodge' trademark. I guess my next question is who is responsible for paying for any airbag related issues that were not fixed when this vehicle was recalled? Please let me know where to go from here. Thank you

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We appreciate the time and effort you took to write to us.

In response to your email regarding air bag, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m.

Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

If we can be of any assistance to you in the future, please feel free to contact us.

**** END EMAIL RESPONSE ****

Customer Assistance Inquiry Record (CAIR)#						17418753
VIN	1D4GP45R8	6B [REDACTED]	Open Date	04/15/2008	Built Date	08/17/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT		
In Service Dt	05/01/2006	Mileage	21,572	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	42833	CENTURY III DODGE INC				
Dealer Address	911 CLAIRTON BLVD RT 51					
Dealer City	PLEASANT HILLS	Dealer State	PA	Dealer Zip	15236	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PITTSBURGH PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer seeking assistance on the problem.
Corporate - Rental Vehicle - Default - Default - Default	Customer seeking for rental vehicle.

Customer called in because the problem is with the Head light switch and dealer told they could not repair it.
Agent called the dealer (42833) and spoke with the Justin. Justin stated we have already the vehicle and there is no problem with the vehicle.
Agent advised customer, she could contact a second dealer for a second opinion.
Customer stated I can contact a second dealer, but I need a rental vehicle for a day, so I could drop it at the dealership and go for work.
If customer calls, please speak with the supervisor and arrange for a rental vehicle.

Customer Assistance Inquiry Record (CAIR)#						17450926
VIN	2C4GP44R8	5R [REDACTED]	Open Date	04/25/2008	Built Date	06/14/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	06/14/2005	Mileage	45,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	23523	NORTHTOWN SHERIDAN CHRYSLER JEEP				
Dealer Address	3845 SHERIDAN DR					
Dealer City	BUFFALO	Dealer State	NY	Dealer Zip	14226	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	WILLIAMSVILLE NY [REDACTED]				Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking information regarding service contract of the vehicle.
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Customer seeking information regarding service contract of the vehicle. Agent provided the service contract number and asked the customer to contact them for the issue.

Customer states the a/c is leaking Freon and the rear line assembly to the evaporator core and the headlights are not working correctly. Agent advised customer pending diagnosis through a cdj dealership the air conditioning line to the repair evaporator core is showing to be a covered repair by the service contract. Agent advised customer the headlight repairs are not covered by the service contract. Customer is seeking assistance with the cost of the repairs for the headlights. Agent consulted with MDB80 and advised customer Chrysler will not assist with the cost of the headlight repair, the factory warranty has expired. Customer is requesting to speak with a supervisor. Agent consulted with MDB80 who concurred with this decision.

Customer Assistance Inquiry Record (CAIR)#	17463329
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VIN	2D4GP44L4 6R [REDACTED]	Open Date	04/30/2008	Built Date	08/09/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	09/20/2005	Mileage	39,403	Dealer Zone	63 DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	43276	DODGE CHRYSLER JEEP OF TULSA			
Dealer Address	4627 S MEMORIAL DRIVE				
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74145
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	TULSA OK [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Complains of the headlights functioning intermittently.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer asked for repeated trips for repairs but provided no resolution.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 SECOND REQUEST FOR RESPONSE
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 08/01/06 Mileage? 39403
 From whom did customer purchase used vehicle? 43276
 ***** BEGIN CUSTOMER EMAIL *****
 SECOND TIME SENT Dear Sir, I have an problem with my 2006 Dodge Grand Caravan that I am not sure who to turn to at this point. Since even before March of 2007 I have had a very intermittant problem with my headlights going off in a manner consistant with an electical shortage. Although it is intermittant and has happened approximately 4 to 5 time since I purchased the Van in July of 06 it does occasionally happen. Once the headlights just shut completely off while driving at night in the dark. I have told the service technicians at East Tulsa Dodge repeatedly about this problem every time that I have taken the van in for service along with a couple of other issues. I have even submitted this to there e-mail 'service@easttulsadodge.com' in March of 07 the problems occuring which included the headlite problem. In December of 07 when the van was in for service they finally found acknowledged a problem found with the rack and pinion and ordered the part to repair it. When the van was due to be serviced again in March 08, just prior to the expiration of the 36,000 mile warranty, I was still awaiting the rack and pinion part to come in (3 months after the fact). I held off on service until it arrived (just after the 36000 had expired). Duing this vist, I told them that I would leave the van as long as necessary and that I wanted the problem with the headlite found so that it could be corrected. The accessment that I was given at that time was 'Moisture in pass side headlite . . . advise needs L/F headlite assy Customer to return for replacement est. 234.50 plus tax on

part'. Since the technician told me that I would have to pay for it and that it would not be covered by warranty, I called a 800 number given to me by the technician at East Tulsa Dodge. There I spoke with Jason and was told that since the issue has been going on for so long and that the van s warranty had just expired that Dodge would pay for the repair, minus a \$25.00 deductible. He told me to pay for the repair to be done, and then fax a copy of the receipt to 1-865-425-1592 to the attention of Jason at Pole #5 and to include reference #17393578. Shortly after that call (the next week) I took the van in to see if the part had to be ordered and while I was there the parts department salesman as well as the service technician both told me that the headlight taking on moisture was probably not the issue causing the headlights to go on and off intermittantly and that that was a different problem. That they have never found what that acutal cause of that malfunction was. All they could tell me was that they had heard of the problem before but did not know what caused it, and offered up suggestions on what I might look for should it occur again to help them segregate where the problem might be. I am now at a catch 22 with this problem. I do not know what to do next. I do not want Dodge to pay for just anything the serice technician want to sell me. I do think Dodge should be responsible for whatever the problem with the headlights going on and off is as I have had this problem since I first bought the vehicle and I have repeatedly notified the technicians at the dealership of the problem every time I have taken in fot service (twice in the form of e-amil). I know this is an intermittant problem, however, to me it borders on a recall and/or safety issue and it should be covered under they warranty. Please feel free to contact me to discuss the issue and/or to let me know what I can do. You may contact me at the phone number listed or by e-mail also. I will await your reply. Other than this issue, I have nothing but praise for Dodge. Please help keep me a loyal Dodge customer. Respectfully, [REDACTED]

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Grand Caravan. We regret for the inconvenience this has caused to you. We certainly understand and appreciate the time and effort you took to bring this matter to our attention. As it is necessary to discuss this issue with you directly. Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). When calling the Customer Assistance Center, please have your Reference (17463329) number and the following information handy:

- Vehicle owner name
- Vehicle owner address
- Day and evening phone numbers
- Vehicle Identification Number (VIN)
- Name of dealership where vehicle was purchased
- Date of purchase
- Dealership where service was performed
- Date of last service
- Current vehicle mileage
- An explanation of the problem

questions and concerns.
Thanks again for your email.
**** END EMAIL RESPONSE ****

Customer Assistance Inquiry Record (CAIR)#	17507425
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VIN	2C8GP54L4 5R [REDACTED]	Open Date	05/14/2008	Built Date	06/17/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	07/30/2005	Mileage	45,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	36589	LAFLAM CHRYSLER INC			
Dealer Address	165 SOUTH BLACK HORSEPIKE				
Dealer City	RUNNEMEDE	Dealer State	NJ	Dealer Zip	08078

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SOMERDALE NJ [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Needs headlamp switch change
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Door-Sliding	Needs sliding door flash track repair
Product - Electrical - Power Windows - Defective - R. Door-Driver	Needs window regulator

Customer calling for goodwill on the repair cost. The vehicle needs right window regulator, headlamp switch and sliding door flash track. Spoke to Jose, the SM at the 36589 dealership. He confirmed repairs needed on the vehicle for the total cost of \$679.90 including labor. Agent confirmed that no warranty and no SC for the concerned parts. This is the first and only chrysler vehicle. Confirmed with dealership that history is not impressive. Agent denied the goodwill request. Customer not happy, insists its a very common problem and asked for Manager. Customer hung up before agent could transfer to escalation team.

Customer Assistance Inquiry Record (CAIR)#						17507499
VIN	2D4GP44L7	7R	Open Date	05/14/2008	Built Date	06/28/2006
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON		
In Service Dt	01/29/2007	Mileage	36,400	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	67753	TYSON MOTOR CORPORATION				
Dealer Address	1 SW FRONTAGE RD					
Dealer City	SHOREWOOD	Dealer State	IL	Dealer Zip	60404	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CHANNAHON IL [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Upholstery - Other - Front-Driver	Customer complaining about the heated seat.
Product - Electrical - Lamps and Switches - Other - Default	Customer states the head lamp switch needs to be replaced.
Product - Wheels and Tires - Spare Tire Mounting - Other - Default	Customer states the spare tire cable broke.

Customer complaining about the heated seat. The customer says that the heated seat has problem. The customer s vehicle is at the dealership(67753). The agent called the dealership(67753) and had talked to the service manager at the delership and got to know that the heated seat was aftermarket part, and chrysler cannot cover any aftermarket parts. The customer also complains about the cable for the spare tyres. The dealership said that that has been damaged and also the dealership said that the switch for the headlight needs to be fixed. The agent advised the customer to visit the dealership who have installed the heated seat and talk to them regarding the problem. If the customer calls back check if he is eligible for a goodwill because he has just gone out of warranty by 400 Miles.

Customer called in again and requested that if we can go ahead and talk to the dealership for a goodwill consideration. Agent called up the dealership (67753) and talk to Tony the service manager and he told that the cost to fix up the spare tyre cable and the headlight switch would be \$ 306.60. Agent informed the same to the customer and also informed that the cable is broken so her request for goodwill assistance is declined. Customer insisted for any assistance from chrysler and asked if we can atleast bear the charges for the head light switch. Agent transfered the call to T3 for further assistance.

Purchased New or Used? NEW
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 First owner of three vehicles seeking assistance in the cost of repairing the head light switch. Vehicle has no service contracts and no previous repairs. Agent contacted the dealership and spoke with Tony, service manager. Tony states he offered goodwill to the customer for the head lamp switch. Relayed this to the customer. Informed customer to speak with Tony for further details.

Customer Assistance Inquiry Record (CAIR)# 17513338

VIN	1D4GP24R1 6B [REDACTED]	Open Date	05/15/2008	Built Date	08/12/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	09/29/2006	Mileage	22,650	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45202	RUSHVILLE CHRYSLER JEEP DODGE, INC.			
Dealer Address	253 BUENA VISTA AVE				
Dealer City	RUSHVILLE	Dealer State	IN	Dealer Zip	46173
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	CIMS 485-06-73	Home Phone		
	AUBURN HILLS MI [REDACTED]	Country	UNITED STATES		

Corporate - Replacement - Default - Default - Default	Customer states that head lights go on and off while driving
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that head lights go on and off while driving

Customer Assistance Inquiry Record (CAIR)# **17521252**

VIN	1C4GP45R2 5B [REDACTED]	Open Date	05/19/2008	Built Date	11/08/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	11/18/2004	Mileage	42,397	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	66556	BEAVERTON CHRYSLER, INC.			
Dealer Address	10760 S W CANYON ROAD				
Dealer City	BEAVERTON	Dealer State	OR	Dealer Zip	97005
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	P.O. BOX 419580	Home Phone		
	KANSAS CITY MO [REDACTED]	Country	UNITED STATES		

Product - Emissions - EGR System - Defective - Default | Customer states check engine light is on.

Customer requests goodwill consideration for EGR valve replacement.
 Review case and approve goodwill for EGR valve and headlamp switch.
 POSTMARK DATE: 051908; DATE RECEIVED: 053008

Customer Assistance Inquiry Record (CAIR)# **17540727**

VIN	1D4GP24R8	5B [REDACTED]	Open Date	05/27/2008	Built Date	08/13/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	10/01/2004	Mileage	49,613	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44797	CUTTER DODGE-CHRY-JEEP OF PEARL CI	TY			
Dealer Address	905 KAMEHAMEHA HWY					
Dealer City	PEARL CITY	Dealer State	HI	Dealer Zip	96782	
Owner	[REDACTED]			Contact Type	FAX	
Address	[REDACTED]			Home Phone	[REDACTED]	
	TROY MI [REDACTED]			Country	UNITED STATES	

Product - Electrical - Unknown - Other - Default

Fleet customer requests policy assistance for out of warranty repair of win
 dow regulator and headlamp switch for fleet van. As a gesture of goodwill,
 Chrysler will reimburse the customer for parts only for this repair, not t
 o exceed \$220.66.

POSTMARK DATE: 052708; DATE RECEIVED: 052908

Customer Assistance Inquiry Record (CAIR)# **17553904**

VIN	1D4GP24R8 5B [REDACTED]	Open Date	05/30/2008	Built Date	06/14/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	06/14/2004	Mileage	79,500	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	GRAND RAPIDS MI [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default | Customer experiencing problem with the head lights

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 my head lights keep going out on my 2005 Caravan, after looking up on line I find that a lot of people are having this problem. Part # fp-55102969-ab Block Non 8015009, why is this not covered under warranty when it is a on going issue?
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 ***** BEGIN CUSTOMER EMAIL *****
 Dodge Dealer informed me that it is not covered under warranty. Yet this is a on going Issue people are having with the Caravan. Also the fact that you recalled 2000-2001 Caravans for the same reason. I do not feel I should have to pay \$300.00 to fix a problem you know is going on. The Dealer ship informed me that they could replace some part but they could not guarantee that it would fix it. It is costing me \$100.00 to have them do nothing to my Van.
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.
 We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.
 In response to your email, we would like to inform you that we identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.
 If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.
 Thanks again for your email.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 17555751

VIN	2C4GP44R6	5R [REDACTED]	Open Date	05/30/2008	Built Date	09/08/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	11/10/2004	Mileage	3	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	44897	MICK'S DODGE CHRYSLER JEEP				
Dealer Address	6181 STEUBENVILLE PIKE					
Dealer City	MC KEES ROCKS	Dealer State	PA	Dealer Zip	15136	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	PITTSBURGH PA [REDACTED]	Country	UNITED STATES

Product - Electrical - Body Wiring - Defective - Default	
Referral - Legal - Default - Default - Default	

_WELCH, GOLD & SIEGEL
 _ATTORNEYS AT LAW
 RE: FILE NUMBER: 414628
 Used vehicle purchased in August or September of 2005. Intermitten and ongoing problem with dashboard, headlights and radio, blinking oon and off Dealer has not able to correct.
 Forwarded to mjk. mrp.
 POSTMARK DATE: 052208; DATE RECEIVED: 060208
 POSTMARK DATE: 052208; DATE RECEIVED: 071708
 received another cc copy of same letter. nan. jss15.

Customer Assistance Inquiry Record (CAIR)# 17559413

VIN	2C4GP44R8	5R [REDACTED]	Open Date	06/02/2008	Built Date	08/16/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	03/31/2005	Mileage	38,521	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44600	DICK POE DODGE LP				
Dealer Address	1363 AIRWAY BOULEVARD					
Dealer City	EL PASO	Dealer State	TX	Dealer Zip	79925	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	EL PASO TX [REDACTED]				Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - F. Door-Driver	Customer had problems with the Power Door Locks.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side	Customer had problems with the Power Sliding Door.
Product - Engine - Unknown - Other - Default	Customer had problems with the Water Pump.
Corporate - Warranty Coverage - Default - Default - Default	Customer inquired about the Warranty information.

Customer had problems with the Water Pump in the Engine, Power Door Lock and the Headlights. Customer inquired about the Warranty on the vehicle. Agent informed that the Water Pump was covered under the Powertrain Warranty. Agent called the Dealer 44600 and spoke with Ramon, the Service Advisor. Ramon informed that the Water Pump in the Engine was covered under the Powertrain Warranty. Agent asked the Estimated Cost of the Repair of Power Door Lock and the Headlights. Ramon did not have any idea and informed that he had to conduct an inspection. Agent informed the customer to work with the same dealer. Customer expects Goodwill Assistance. Agent informed the customer that the vehicle had to be diagnosed at an Authorized Dealer. Agent gave the Reference Number to the Customer and requested to call the CCAC.

Customer Assistance Inquiry Record (CAIR)#	17560748
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VIN	2D4GP24R8 5R [REDACTED]	Open Date	06/02/2008	Built Date	01/19/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	01/20/2004	Mileage	54,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42780	AUTO WORLD BIG STN GAP IN			
Dealer Address	721 EAST FIFTH ST NORTH				
Dealer City	BIG STONE GAP	Dealer State	VA	Dealer Zip	24219
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	PENNINGTN GAP VA [REDACTED]	Country	UNITED STATES		

Corporate - Key Codes - Default - Default - Default	Customer called in as seeking information for power
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Customer called in as seeking information for power lock.customer also informed about headlight, interior light, and said dealer has changed everything. But the issue is not resolved.Agent informed that the call needs to be transferred to cac

Customer states that the dealership is not been able to diagnose the vehicle

Agnet called up the dealership spoke with the Service Adviser Mandy she says that the vehicle is been diagnosed. The (SM) was not available. Agent provide the customer the same information.

Customer Assistance Inquiry Record (CAIR)# 17562439

VIN	2C4GP44R6	5R	Open Date	06/04/2008	Built Date	04/06/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	09/15/2004	Mileage	70,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	OAKWOOD IL	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer experiencing problem with head lamps.
Corporate - Policy Issues - Default - Default - Default	Customer seeks reimbursement consideration.
Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Informed customer about incomplete recall.
Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Informed customer about incomplete recall.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlights on my 2005 Town and County turn off
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? Used
 If Used, date purchased? 11/12/04 Mileage? 70000
 From whom did customer purchase used vehicle? CDJ dealer
 ***** BEGIN CUSTOMER EMAIL *****

To whom this may concern; Recently my 2005 Town and County s headlights would intermittently just shut off while driving creating an extremely unsafe condition. On more than one occasion, my wife would be driving the van at night at high speeds and the headlights would go out causing her to immediatly stop and turn the swtich off and on until the lights came back on so she could continue driving. Luckily, nobody was hurt. For two weeks, we did not drive the van at night for fear of injuring ourselves or someone else. We took the van to Carmack Car Capital in Danville Illinois and they replaced the headlamp switch which cost us \$178.11. I asked the technician if there had been a safety recall for this problem and he said there has not been one issued. I would like to request your company consider recalling vans that use this same switch since there is a very real possiblity of someone getting injured or killed when their lights fail when driving at high speeds. I would also request reimbursement of the cost I was charged to replace this swtich. A headlamp switch is not a normal maintenance item and should not fail for any reason. I understand I am outside my warranty period, but with an item that is so important to the safe operation of the vehicle, I would not think I should be responsible for this cost. I can be reached at [REDACTED] M-F (7:30 to 4 central time) or you can e-mail this address or my home e-mail at [REDACTED]. Thank you for you time and assistance. [REDACTED]

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Chrysler Town and Country. We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is

used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Furthermore, we would like to inform you that letters are the most efficient way to submit requests for reimbursement consideration on service repair costs.

Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:

Your name

Your address

Vehicle owner name (if different)

Vehicle owner address (if different)

Day and evening phone numbers (we call you to confirm receipt of your information)

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Description of the problem

The vehicle mileage at the time the problem began

The action you are requesting

Please note that we need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate. Copies are usually not acceptable.

Furthermore, provide the above information in document form, attach the receipts and send it to:

Chrysler Customer Assistance Center

P.O. Box 4639

Oak Ridge, TN 37831

After we read your letter, we will try to contact you by phone to provide you with a prompt response.

Also, our records indicate that your vehicle is involved in the factory recall campaigns listed below:

Recall Campaign # F01 REAR A/C AND HEATER TUBE CORROSION

G09 05 RS IMPACT SENSOR

Please contact your local authorized Jeep dealer to arrange for an inspection and for the repairs. The recall services are performed free of charge.

Thanks again for your email. We value your continued business with us.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#	17565586
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VIN	2D4GP44L9 5R [REDACTED]	Open Date	06/04/2008	Built Date	02/05/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	04/22/2005	Mileage	54,000	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68608	CARMAX CHRY-JEEP OF NORCROSS			
Dealer Address	1975 BEAVER RUIN ROAD				
Dealer City	NORCROSS	Dealer State	GA	Dealer Zip	30071

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	CARTERSVILLE GA [REDACTED]	Country	UNITED STATES

Corporate - Recall - Default - Default - Default	inquiring about the recall
Product - Electrical - Lamps and Switches - Defective - Default	problem with the headlight lamps
Product - Electrical - Wipers / Washers - Other - Unknown	problem with the wiper

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Recall inquiry
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 05/10/07 Mileage? 54000
 From whom did customer purchase used vehicle? Individual
 ***** BEGIN CUSTOMER EMAIL *****
 Many problems! Automatic door not working and water leaks. Today had to have headlight lamps and windshield wiper motor replaced- did not function properly.
 ***** BEGIN EMAIL RESPONSE *****
 Dear [REDACTED]:
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.
 We apologize for the inconvenience caused to you.
 In response to your email regarding the headlight lamp and the windshield problem, we would like to inform you that a review of our records indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail. We suggest that you perform the repair services and preserve the repair receipts. If in future your vehicle is involved in the same recall campaign, you will be reimbursed.
 You can also access the self-service recall site on the internet to check on your vehicle s involvement in all recalls that are published. Simply go to one of our brand site: www.Dodge.com and click on 'For Owners' at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).
 Thank you for your email and for sharing your concern with us.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#	17573004
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VIN	2A4GP44R1 7R [REDACTED]	Open Date	06/05/2008	Built Date	08/16/2006
Model Year	2007	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX LWB WAGON	
In Service Dt	08/18/2006	Mileage	25,346	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			
Dealer	45170	SUNNYVALE CHRYSLER JEEP DODGE			
Dealer Address	1095 WEST EL CAMINO REAL				
Dealer City	SUNNYVALE	Dealer State	CA	Dealer Zip	94087
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SUNNYVALE CA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Rear Window Defroster - Other - Default	Customer calls in complaining about the electrical problem.
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Customer calls in regards to electrical problem. Customer states that she has taken her vehicle for the same issue 4-5 times, however, the problem still occurred. Customer also states that the head light has a problem again. Customer is seeking assistance now. Agent gave the warranty information. Customer states that what should be done if the dealership couldn't fix the problem. Agent informs the customer to take the vehicle once again for further diagnoses and to look forward the main concern on the vehicle. Agent provided the reference number.

Customer Assistance Inquiry Record (CAIR)# **17584725**

VIN	2D4GP44L8	5R [REDACTED]	Open Date	06/10/2008	Built Date	10/21/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	11/02/2004	Mileage	57,670	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	67501	DEACON JONES CHRY-DODGE				
Dealer Address	1115 N BRIGHT LEAF BLVD					
Dealer City	SMITHFIELD	Dealer State	NC	Dealer Zip	27577	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	CLAYTON NC [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the head lights
Product - Electrical - Power Windows - Defective - Unknown	Customer seeking assistance regarding the repairs
Product - Electrical - Wipers / Washers - Defective - Front	Customer seeking assistance regarding the repairs
Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer seeking assistance regarding the repairs.

Customer experiencing problem with the Air Conditioning, Power Window, Front Wipers, head lights and signal lights. Customer has been to the dealer and dealer said he need to pay \$ 88 for diagnosis and will have to pay for all the repairs since he is out of warranty. Agent transferred the call to internal escalation for Goodwill consideration.

Agent was unable to transfer the call. Agent suggested the customer to get the vehicle diagnosed from the dealership and then call us back with the estimated repairs cost. Customer agreed.

Customer called in regardinf the same issue. Agent called up the SM Danny Waters at 67501 dealership. The SM told that the total cost of the repairs are parts \$ 463 + labour - \$328 + taxes - \$32.41. Agent transferred the call to tier3.

Tier 3 not avaiable. Customer requested a call back at [REDACTED].

Purchased New or Used? Used

If Used, date purchased? 04/11/06 Mileage? 30,568

From whom did customer purchase used vehicle? CDJ dealer 68650

Writer contacted customer. Customer advising while driving down the road the head lights will go off, the brakes lights will not illuminate, the windshield wipers are inoperative, and the windows will not roll down. All of the electrical components become inoperative. Customer advising this has happened approximately four times starting a year and a half ago. Vehicle is currently at dealer 67501. Dealer advised customer the FCM and inner TIPM needs to be replaced. Customer seeking assistance with the cost of the repairs. Writer contacted dealer 67501, left message for Service Manager Kenny to contact writer. Customer requesting a contact back at [REDACTED]. Customer has reference number.

Writer contacted dealer 67501, SM Kenny is currently unavailable.

Writer contacted dealer 67501 and spoke with SM Kenny. Kenny advising the TIMP and FCM module need to be replaced. Customer did have front end damage and dealer performed body work. Kenny advising there is no

evidence the concern is in relation to the body work that had to be performed. Customer does have warranty work performed at the dealership. Kenny suggesting a parts/labor split for the repairs. Kenny provided warranty cost of \$345.80 for parts. Kenny advising customer would be responsible for retail labor at \$328 plus 5% labor charge at \$16.40 for a total of \$344.40. Advised Kenny customer would have to be charged warranty costs for labor as well. Dealer declined. Writer consulted with SMD54. Advised Kenny consideration will be reviewed from a reimbursement standpoint. Cost for parts is \$463, labor is \$328, and taxes are \$32.41 for a total cost of \$823.41.

Customer is the original owner, 8 vehicles (2-used, 6-new), 3/36 expired by time on 11/02/07 and 21,670 miles. As a one-time goodwill gesture, Chrysler will reimburse \$573.41 for repairs to the TIMP and FCM. Customer is responsible for a \$250 co-pay. Advised customer to mail in original receipt, proof of payment, and a brief letter including the reference number; provided customer with CCAC address.

Customer Assistance Inquiry Record (CAIR)#						17590650	
VIN	2C4GP54L3	5R	Open Date	06/11/2008	Built Date	10/19/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/24/2004	Mileage	42,000	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	67977	WYCKOFF CHRYSLER INC					
Dealer Address	290 FRANKLIN AVE						
Dealer City	WYCKOFF	Dealer State	NJ	Dealer Zip	07481		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	BARRYVILLE NY				Country	UNITED STATES	

Product - Air Conditioning / Heater - Unknown - Other - Default	Customer seeks help with air conditioning
Product - Electrical - Lamps and Switches - Defective - Default	Customer seeks help with headlights

Customer called said he is facing problem with the air conditioning and headlights not working. he said he took the vehicle at the dealership and they said he would have to pay for the repair. called dealership at [REDACTED] service manager not available. advised customer to call back.. Customer agreed...

Customer called us again. Customer states that the vehicle is at the dealership from the last three days. Customer states that the dealership has not yet found the problem in the vehicle. Customer states that the dealership is charging him, but he has a SC. Agent called the 37058 dealership and spoke with Joe. Joe asked the agent to call him back in 15-20 mins. Agent asked the customer for his telephone number. Agent told the customer that we will call back once we speak with Joe.

Joe can be reached at ext: 252. Agent called Joe again. Joe states that the customer should have a failed part, then that part can be considered under the extended warranty. Joe told the agent they have done the recall repair on the vehicle. Joe told that they are not charging the customer because they are running behind their schedule. Joe states that they haven't touched the AC because the customer has asked not to touch it. Joe states that if the customer works on the AC, then he will have to pay for it.

Agent then called the customer and conveyed the same message to the customer and asked the customer to call SC to check whether the part which he is talking about is covered or not.

Customer states that he is not satisfied with the answer. Customer states that if something happens to him or his family due to this vehicle, then he will sue the company for that. Agent told the customer that the dealership is ready to work on the vehicle, but the customer has asked them not to touch it. Customer states that the lights have a problem. Agent told the customer that according to Joe they have fixed the lights. Customer was very frustrated and hung up the call.

Customer Assistance Inquiry Record (CAIR)# 17597682

VIN	2A4GP44R1 7R [REDACTED]	Open Date	06/13/2008	Built Date	08/16/2006
Model Year	2007	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX LWB WAGON	
In Service Dt	08/18/2006	Mileage	25,364	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			
Dealer	45170	SUNNYVALE CHRYSLER JEEP DODGE			
Dealer Address	1095 WEST EL CAMINO REAL				
Dealer City	SUNNYVALE	Dealer State	CA	Dealer Zip	94087
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SUNNYVALE CA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Unknown - Other - Default	Customer calls in complaining about the right rear turn signal.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved

Customer calls in complaining about the right rear turn signal. Customer says that this is the fourth time this problem has occurred. Agent called the dealer and left a message for the SM to call back. Agent informed about this and arranged for a call back. Customer seeking rental extention. Agent transferred the call to Tier 3.

Customer called that she needs a call back from the supervisor in detroit. Customer says that vehicle was at the dealership for four times and it is safety issue so she need a call back. Agent reassigned the cair to 82h.

Purchased New or Used? Used
 If Used, date purchased? 6/23/07 Mileage? 16107
 From whom did customer purchase used vehicle?
 CDJ dealer

Agent attempted to contact the customer on 6/16/08 at 11:01AM on the customer s home phone. Agent spoke with the customer. Customer claims there have been two issues with the vehicle. The headlamps blinking, and an issue with the right rear turn signal. Customer claims the headlamp issue has been resolved, and the turn signal has not. Customer claims the vehicle has been to dealer 45170. Customer is seeking to have the vehicle replaced. Agent called the dealer and spoke with Ed the service manager. Ed stated the customer has been there for the turn signal issue as follows.

06/06/08 25364 miles- pulled complete interior and can not duplicate the issue
 10/11/07 19221 miles- repaired a pinched wire that was grounding out
 10/24/07 19769 miles- repaired a socket for being loose
 10/31/07 19943 miles- replaced a complete lens assembly

Agent informed a direct to dealer will be sent. Agent informed the customer a file will be forwarded in regards to the issue. Agent informed the customer to contact Ed in regards to the issue.

DIRECT-TO-DEALER (Code=1B) #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to

resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager may follow up with the customer for resolution. Agent called dealer and spoke to Ed to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED] # # #

Customer is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 71 45170 06/16/08 11:14 R 17597682

*Contact Date:06/16/2008

Service / Parts Director at the dealership has closed the Cair# 17597682

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 6/16/2008 AT 06:51:778 R 17597682

Customer Assistance Inquiry Record (CAIR)#**17600215**

VIN	2D4GP44L6	7R	Open Date	06/16/2008	Built Date	04/02/2007
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON		
In Service Dt	06/09/2007	Mileage	0	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				

Owner		Contact Type	E-MAIL
Address	null	Home Phone	
	SHELBY OH null	Country	UNITED STATES

Referral - Chrysler Credit - Default - Default - Default	Owner disappointed with vehicle problem
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Contact Us: Current Chrysler Financial Customer: Lease: Other

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New

***** BEGIN CUSTOMER EMAIL *****

I am leasing a 2007 Dodge Grand Caravan and I have had nothing but problems since we leased it. We leased it back in June of 2007 and we now have two more years left on our lease. We have taken it a total of three times to the dealership for transmission problems. The transmission felt like it was going to drop out from underneath you. We just had it in the shop last month for electrical problems. The dash lights would stay on and you couldn't shut them off. The headlights kept going on and off by themselves and I had an appointment to get it checked and the day before my appointment I tried to start the van and it wouldn't start. The lights ended up wearing the battery down and I had to have the van towed. The dashboard still acts up and I have trouble shutting the dashboard lights off. Sometimes it takes a couple of times just to get them to shut off. I washed it a week before the appointment and the paint was starting to peel off towards the back side of the van. The dealership told me that this was due to tar on the van. They washed it and scraped it off and just left it so it can rust. We have had tar on our other vehicles before and this has never happened. Then they told my husband a different story that it looked like someone took their fingernail and scraped the paint off. A couple of days ago I put my daughter in her carseat and went to push the button to shut the door on the side of the van and it wouldn't work. I tried the other door and it wouldn't work. I had to do it manually which really was a pain in the butt. It works now but I am sure it is going to go out again. Another electrical problem I am sure. We have an appointment this Monday at Spitzer Dodge to have it checked out. I know this van is under warranty but it is such a pain to have to take it back to the dealership all the time. I have three children and we traded our old van in to get something reliable because my husband is a truck driver and is gone all week long and is home only on the weekends. This van has been nothing but problems and the dealership had it overnight and wouldn't give me a rental car. I had to rely on other people to try to give us a ride. Why we leased this van was for something dependable and when it is down I have nothing else to drive. We pay \$502.39 a month for this van and it has been nothing but problems for the past year. We have another two years with this van. We can trade it in but we were told we will have a high payment and we will owe onto our trade 502.39 times the two years left on the lease. It isn't worth it. I am talking to you personally to see if you will let us out of our lease. Thank you.

**** BEGIN EMAIL RESPONSE ****
Routed to Chrysler financial
**** END EMAIL RESPONSE ****

Customer Assistance Inquiry Record (CAIR)# 17602716

VIN	1D4GP25R5 6B [REDACTED]	Open Date	06/16/2008	Built Date	11/10/2005
Model Year	2006	Body	RSKL52	DODGE CARAVAN SE	
In Service Dt	11/23/2005	Mileage	20,000	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	X7056	AVIS BUDGET CAR RENTAL			
Dealer Address	6 SYLVAN WAY				
Dealer City	PARSIPPANY	Dealer State	NJ	Dealer Zip	07054
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	NEW YORK NY [REDACTED]	Country	UNITED STATES		

Corporate - Dealer Information - Default - Default - Default Customer seeking dealer information.

Customer seeking dealer information. Agent provided the necessary information. Customer asked the agent regarding replacement of his vehicle. Agent did not committ anything regarding the replacement. Customer wanted to file a lemon law in future. Customer insisted to speak to supervisor regarding this matter. Agent transferred the call to internal escalation.

Customer wants to talk to the superviosr. Agent transferred the call to the Escaltion Team.

Customer states vehicle is a lemon.
 Customer also states that he needs a new vehicle.
 ***** Internal escalation *****

Customer called and says that the lights on the vehicle is bad whenever he washes the vehicle. Customer is seeking releif under the lemon law. The dealer Manhattan Jeep Chrysler Dodge whom the customer called cannot take the vehicle in until 25th. Customer wants assistance from chrysler and he only wants a call from a manager. Agent reassigned the cair.

Purchased New or Used? Used
 If Used, date purchased? 11/15/07 Mileage? Unknown
 From whom did customer purchase used vehicle? Unknown

Agent attempted to contact the customer on 06/18/08 at 10:58am on the customer s home phone. No answer. No message was able to be left. Customer called in with the same issue and complaining that the call was supposed to be made at 6463392501. Agent transferred the call to tier 3 for further handling.

Customer calling regarding vehicle needs recall F10 performed and vehicle is having issue with the headlamps working intermittingly. Agent contacted dealer 68406 and service stated they are booked until July 15th. Agent then contacted dealer 26062 and was advised they are booked until july 7th

Customer declined appointment for June 25th thefore customer will need to accept one of these appointments or contact a alternate dealer in his area. Customer stated he will sue Chrysler and disconnected call.

Customer needs the address for Chrysler.

Agent provided with the CAC address.

Customer Assistance Inquiry Record (CAIR)# 17618135

VIN	2C4GP44R6	5R [REDACTED]	Open Date	06/19/2008	Built Date	04/06/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	09/15/2004	Mileage	69,599	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	66769	CARMACK CAR CAPITAL, INC				
Dealer Address	3722 N VERMILION ST					
Dealer City	DANVILLE	Dealer State	IL	Dealer Zip	61832	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	RACINE W [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default Customer is seeking repair reimbursement.

POSTMARK DATE: 061308; DATE RECEIVED: 061808
 Customer states that the headlights of his vehicle would intermittently shut off. This created an unsafe driving condition. Customer also states that on more than one occasion his wife while driving the vehicle experienced the same problem. Customer states that nobody was hurt and for two weeks they did not drive the vehicle at night as the driving condition was not safe. Customer then went to the dealer 66769 at 69,599 miles on 5/30/2008 and 5/23/2008. The total cost for the repair was \$178.11. The issue was related to safety. Agent decides to reimburse the customer \$178.11 for the repairs. Agent is submitting a check request to 85J for \$178.11.
 Check approved. Review the reimbursement with the customer and reassign the cair to SK563. Also inform the customer about the pending recall.

 Agent called the customer on 7/1/2008 at [REDACTED] at 2:45 pm. The number was not in use. Agent called the customer on 7/1/2008 at [REDACTED] at 2:50 pm and reached the voice mail. Agent left the reference number and the customer care number. If the customer calls back please inform about the reimbursement status. Please confirm the name and the mailing address where the customer would like the check to be sent on. Please also inform about the pending recalls on the vehicle.

 Agent tried to contact the customer but was unable to contact him. Agent sends the form letter number 031 (Phone Letter).
 If the customer responds please reassign the CAIR back to KKN7 or create a check in the amount of \$178.11 and also confirm the address where customer would like the check to be sent on.

Customer Assistance Inquiry Record (CAIR)#						17635097	
VIN	2C4GP54L0	5R	Open Date	06/25/2008	Built Date	10/28/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	04/19/2005	Mileage	57,000	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	26349	GOSSETT MOTOR CARS INC					
Dealer Address	1901 COVINGTON PIKE						
Dealer City	MEMPHIS			Dealer State	TN	Dealer Zip	38128
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	GERMANTOWN TN				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	Customer calling for the Head Light.
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Customer called in for the Head Light and he said that he going to take his vehicle at the Dealership again today and he said that he wants that \$100 deductible to be waived off and he said he is there is even problem with the electrical. Agent tried calling the Dealership but then the Dealership the Service Manager was available, Agent left the number and message and even advised the same to the customer. Agent advised once we have the word with Dealership then we will be able to assist him further, if customer called in please speak with the Service Manager and do the needful further.

Customer Assistance Inquiry Record (CAIR)# **17640512**

VIN	1D4GP24R3 5B [REDACTED]	Open Date	06/27/2008	Built Date	02/09/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/09/2005	Mileage	69,780	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68311	BILL BUTLER CHRYSLER DODGE JEEP			
Dealer Address	2817 WATSON BLVD				
Dealer City	WARNER ROBINS	Dealer State	GA	Dealer Zip	31093
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone			
	WARNER ROBINS GA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	Complains of headlight problem while turning on and off.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Unhappy as the dealer quotes \$600 for repairs.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Difficulty turning on headlights and when on turn off while driving
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? New
 ***** BEGIN CUSTOMER EMAIL *****
 Purchased in July 2005, I ve had some significant issues with this vehicle that dealerships can t help unless I pay extraordinary costs and I hope this is not the new standard. A Dodge customer since 1987, I am ready to leave for another company. There s too much to the history but here s a sample. When the switch is turned, the headlights do not come on. I bring it in in 2005 and 2006. Switch is changed, problem still exists. I deploy for most of 2007. I return and have the same problems. They want to charge me to analyze the problem. They also want to charge me nearly \$600 for a tune up explaining I have 'special plugs.' I go to another dealer in Macon, Georgia (Five Star Dodge). They check the lights but can t figure it out either. Problem -- my lights won t come on without constant back and forth of the switch and at times they turn off while driving (it s happened no less than six times in the last four months). This vehicle has other problems but this is my greatest concern and \$600 tune ups is not the answer. Please help. Thank you, [REDACTED]

***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan. We regret for the inconvenience you have been experiencing. However, to assist you at the earliest we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have the following information handy:

Vehicle Identification Number (VIN)

Date of last contact at dealership

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#	17643752
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VIN	1D4GP24R6 5B [REDACTED]	Open Date	06/27/2008	Built Date	10/05/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	10/29/2004	Mileage	50,500	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	Dealer State	OR	Dealer Zip	97504
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	GRANTS PASS OR [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	customer experiencing intermittent electrical problems with the vehicle.
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Customer states that she purchased a vehicle from a dealership 68840 and the same day, the lights inside was flickering and there was no headlight. She took the vehicle to the dealership who changed the switch and fixed the issue. Customer took the vehicle on a vacation and the same thing happened again and this time the radio also had some problems. She took the vehicle back to the dealership and it is the 3rd day that the vehicle is at the dealership and the dealership states that they cannot duplicate the problem. Agent called the dealership 68840 (LITHIA CHRYSLER JEEP DODGE, 541 885 8000) and spoke to the service manager (Matt) who confirmed that the vehicle is at the dealership and they are not able to duplicate the problem and they have already called the customer and informed her that they cannot duplicate the problem and the customer can get the vehicle back if the same problem happens again. Agent informed the customer that she can seek a second opinion from another dealership. Customer agreed.

Customer Assistance Inquiry Record (CAIR)# **17645052**

VIN	2C4GP54L6	5R	Open Date	06/27/2008	Built Date	11/19/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	04/04/2005	Mileage	34,632	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	62147	SPITZER-LAKEWOOD				
Dealer Address	13815 DETROIT AVE					
Dealer City	LAKEWOOD	Dealer State	OH	Dealer Zip	44107	

Owner		Contact Type	LETTER
Address		Home Phone	
	ROCKY RIVER OH	Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Failure to Explain Charges - Default	Customer is disappointed with the dealership.
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POSTMARK DATE: 052708; DATE RECEIVED: 061808
 Customer has written a letter to the dealership 64124. Customer states that since he purchased the vehicle from the dealership he began to have issue with headlights. Customer states that the vehicle was within the warranty with 10971 miles. Customer states that the recall repair was performed but nothing was done regarding the light switch problem because the technician was unable to duplicate the problem. Customer states that he again took the van for to the dealership 62147 and discovered that the light switch was faulty and replaced it. Customer states that the dealership 62147 did not charge him for the \$26.94 for the part. Customer states that he is entitled to a refund for the part from the dealership 64124 for not originally doing what dealership 62147 did for him which was to replace the switch while it was in the warranty period. Customer sent in the invoices also.

 Second letter customer writes to the Chrysler. Customer states that he sent the above letter to the dealership and was returned undeliverable. Customer states that please review this letter and advise him of Chrysler s position.

 Agent sends form letter 006 Dealer Service. Agent closing the CAIR.

Customer Assistance Inquiry Record (CAIR)#						17651615
VIN	1D4GP24R3	5B [REDACTED]	Open Date	07/01/2008	Built Date	02/09/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	07/09/2005	Mileage	69,780	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68311	BILL BUTLER CHRYSLER DODGE JEEP				
Dealer Address	2817 WATSON BLVD					
Dealer City	WARNER ROBINS	Dealer State	GA	Dealer Zip	31093	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	WARNER ROBINS GA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default seeks repairs assistance with the switches.

customer states that switches of his vehicle were defective and he visited the dealership 68311 and they replaced it. Then again the same issue was repeated and he visited the same dealership but still the problem was recurring, so he visited a different dealership 68747 and they stated that they were not able to duplicate the issue, they informed the customer to visit the dealership if he gets some warning light on the screen. customer issue is any time while driving the lights on his vehicle comes on.

agent contacted the dealership and tried to confirm the information, SM was not available. ***next agent*** please confirm the information with the dealership and do the need full. customer needs to be contacted on cell phone no [REDACTED]. Customer also states that he is not happy with the vehicle as it is giving lot more problems like the mechanism on the floor is not good, he states that he can find springs some times on the floor of the vehicle.

Customer called back in regards to above concern. Customer states that the headlights go off while he s driving the vehicle, he has been to 2 dealerships and both could not duplicate the concern. Agent called dealership 68747 and spoke with TJ ?Service Advisor?. TJ informed that they had got in touch with the STAR team and they could not duplicate the problem either. Customer states that he cannot take the vehicle out as it is a safety concern. Transferred call to T3 for further handling.

Purchased New
 Customer states in 2006 the vehicle was new and had issue with headlights. States he took vehicle to dealer and the switch was replaced. States when he first turns the switch on the headlights do not come on at first. States this happens everyday and dealer can not fix issue. Seeking to know how to repair headlights. Suggested to continue working with dealer and advised CCAC has no technical information. States he is going to contact his state attorney generals office. Advised customer what he chooses to do outside of Chrysler is at his discretion.

Customer Assistance Inquiry Record (CAIR)# **17651800**

VIN	2D8GP44L3	5R [REDACTED]	Open Date	07/01/2008	Built Date	07/04/2005	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/14/2005	Mileage	62,000	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68955	WESTGATE CHRYSLER JEEP DODGE					
Dealer Address	6421 OLD WESTGATE ROAD						
Dealer City	RALEIGH			Dealer State	NC	Dealer Zip	27612
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone		
	HOLLY SPRINGS NC [REDACTED]				Country	UNITED STATES	

Corporate - Technical Assistance - Default - Default - Default Customer seeking technical assistance.

Customer calls in regards to head lights problem. Customer seeking technical assistance from Chrysler. Agent transferred to tier3 for further assistance.

Customer Assistance Inquiry Record (CAIR)# 17661942

VIN	2D4GP44L9 6R [REDACTED]	Open Date	07/03/2008	Built Date	08/04/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	01/08/2006	Mileage	44,000	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	42561	BERLIN CITY'S DODGE-JEEP-CHRY			
Dealer Address	485 MAIN ST ROUTE 16				
Dealer City	GORHAM	Dealer State	NH	Dealer Zip	03581
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BERLIN NH [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Facing many problems with the vehicle.
Product - Air Conditioning / Heater - Unknown - Other - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Product - Electrical - Power Sliding Door - Complete Failure - Passenger Side	

Customer says that she has many listed problems with the vehicle: Tie rod replaced, Air bag sensors replaced, Door rattling, AC doesn't work, one of the electric doors stopped working, Head lights inoperative and other tie rod inspected recently.

Customer says that she is paying \$400.00 as a monthly payment and \$200.00 to \$300.00 every month for the repairs. Customer says that the vehicle is just 2 years old and never expected the outcome as this from Chrysler's product. Customer was informed by the dealership 42561 that it would cost around \$700.00 for the repairs and says that she cannot afford so much money. Customer requests goodwill for the repairs.

Agent informed the Customer that Chrysler will not be able to participate for the repairs.

Customer Assistance Inquiry Record (CAIR)#**17662111**

VIN	2D4GP44L8	5R	Open Date	07/03/2008	Built Date	10/21/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	11/02/2004	Mileage	57,670	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	67501	DEACON JONES CHRY-DODGE				
Dealer Address	1115 N BRIGHT LEAF BLVD					
Dealer City	SMITHFIELD	Dealer State	NC	Dealer Zip	27577	

Owner		Contact Type	LETTER
Address		Home Phone	
	CLAYTON NC	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the head lights
Product - Electrical - Power Windows - Defective - Unknown	Customer seeking assistance regarding the repairs
Product - Electrical - Wipers / Washers - Defective - Unknown	Customer seeking assistance regarding the repairs
Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer seeking assistance regarding the repairs.

POSTMARK DATE: 061308; DATE RECEIVED: 062308

Customer seeking assistance regarding the repairs. According to the cair number 17584725, Customer is the original owner, 8 vehicles (2-used, 6-new), 3/36 expired by time on 11/02/07 and 21,670 miles. As a one-time goodwill gesture, Chrysler will reimburse \$573.41 for repairs to the TIMP and FCM. Customer is responsible for a \$250 co-pay. Agent submitting check request of \$573.41 for approval to 85K.

Ok - contact customer and advise of check - reassign to ejw for final approval.

Agent verified details and informed the customer about the check approval. Agent reassigning back to EJW for final approval.

Customer Assistance Inquiry Record (CAIR)# **17675571**

VIN	2D4GP24R1	5R	Open Date	07/10/2008	Built Date	05/25/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	01/27/2005	Mileage	33,678	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	DOUGLAS AK	Country	UNITED STATES

Product - Electrical - Ignition System - Defective - Default	Customer experiencing problem with the lights
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Malfunction originates during service call, then charged for follow-up service but malfunction persists.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New
 ***** BEGIN CUSTOMER EMAIL *****
 I brought my van to Mendenhall Auto Center on 7/1/08 to replace a headlight switch. After leaving the lot, I discovered the power locks were not functional although they had worked fine when I dropped the van off. I called on 7/2 to inform the dealership of the situation and set up a time when the van could be brought in for repair. The van was taken back to Mendenhall Auto Center on the morning of 7/8/08. I was informed the technician had cleared out an error code and that the error was unrelated to the previous work performed by the dealership. After significant discussion regarding how I could be held responsible for an error code that originated DURING a service call, I gave my credit card number to the service rep and my wife picked up the van, then took me home. Upon arriving home, the power locks were not functional. I am not pleased that I am being held responsible for a failure that occurred while my vehicle was being repaired by a Dodge-authorized service center, then be charged for maintenance that either did not occur or was so ineffective that it couldn't last past leaving the lot. I will be calling again on 7/10 to discuss this service failure, but am very reluctant to take the vehicle back to Mendenhall Auto Center for further evaluation.
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.
 We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.
 We have reviewed your recent email. In response to your email, we suggest that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you can also seek a second opinion from another authorized dealership.
 If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997 between 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.
 Thanks again for your email.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#						17683264
VIN	2C4GP44R8	5R [REDACTED]	Open Date	07/11/2008	Built Date	06/14/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	06/14/2005	Mileage	44,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	23523	NORTHTOWN SHERIDAN CHRYSLER JEEP				
Dealer Address	3845 SHERIDAN DR					
Dealer City	BUFFALO	Dealer State	NY	Dealer Zip	14226	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	WILLIAMSVILLE NY [REDACTED]				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Other - Default			Customer is complaining about the headlights of the vehicle.			

***** EMAIL BRIEF DESCRIPTION CONTENT *****

headlights not working and no satisfaction from chrysler accident waiting to happen

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? Used

If Used, date purchased? 03/31/06 Mileage? 17565

From whom did customer purchase used vehicle? CDJ dealer

***** BEGIN CUSTOMER EMAIL *****

I complained about headlights since the first year i owned the car but was intermitant problem that would not happen when i took to the dealer after some time it became worse and i took it in to the dealer at 32,000 miles to really complain and have them look at it and again they could not make the lights not work, since then it has become really bad and i took it in this year after i had to drive 8 miles with no lights and drove right to there garage so they could see it but they said my extended warranty would not cover it and i feel that chrysler should fix this dangerous situation as i did bring it in at 32,000 miles, Please help with this situation as i feel chrysler is responsible as it has been happening off and on for quite some time now and it is putting me in a dangerous situation that could ultimately end up right in your lap if i get hurt because of this. A response ASAP would be greatly appreciated.

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We have reviewed your email regarding the problem you are experiencing due to the headlights of your Chrysler Town & Country. We appreciate the time and effort you took to write to us. It is always a concern when our customers are disappointed with our product and dealership service.

Kindly accept our apologies for the inconvenience caused to you.

We welcome comments and feedback from our customers as it is a way of learning and understanding the needs and expectations of our customers.

Moreover, the feedback received helps us evaluate and analyze our products and bring about the needed modification and improvements.

In response to your email, we suggest that you contact our Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m.

Monday through Friday (in all Continental Time Zones). Please have the Reference (CAIR) number and the following information handy before

calling the Customer Assistance Center:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

Our Customer Service Representatives available will be glad to address your questions and concerns.

Thanks again for your email and for giving us an opportunity to assist you. We appreciate your patience.

***** END EMAIL RESPONSE *****

Customer called regarding above issue. Agent transferred to tier 3.

7/18/2008...Owner presented concern to dealer at 32,000 miles. Owner asking for out of warranty assistance on headlamps. Writer called dealer and spoke with Brad Advisor and Mike Advisor. left message for greg. Once greg calls back determinations on this repair can be finalized.

Customer Assistance Inquiry Record (CAIR)# 17701413

VIN	2D4GP24R4	5R [REDACTED]	Open Date	07/16/2008	Built Date	05/27/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	10/14/2004	Mileage	47,088	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	42235	TOM MANZI DODGE INC					
Dealer Address	MERRIMACK ST. AT S BROADWAY						
Dealer City	SOUTH LAWRENCE			Dealer State	MA	Dealer Zip	01843

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	NORTH ANDOVER MA [REDACTED]	Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	Customer states A/C does not work well.
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer states power door locks will not work.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlamps work intermittingly.
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Customer states vehicle is leaking power steering fluid

Purchased New or Used? Used
 If Used, date purchased? 11/13/07 Mileage? 36000
 From whom did customer purchase used vehicle?
 Other dealer

Customer calling regarding a email that she sent regarding numerous issues she has had with this vehicle and other Chrysler vehicles she has owned. Customer states currently that the vehicle is leaking power steering and none of the vehicles doors will unlock with the remote. Customer also states that the vehicles head lamps work intermittingly. Customer states vehicles A/C sysytem is not cooling correctly. Customer states vehicle has not been taken to the dealer because he third party service contract deductibl is \$100.00 per issue. Agent advised customer if she was seeking assistance with the repair, the vehicle needs to be diagnosed. Customer understood. Agent advised customer that her complaints have been documented.

Customer Assistance Inquiry Record (CAIR)#	17705104
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VIN	2D4GP44L0	5R5 [REDACTED]	Open Date	07/17/2008	Built Date	07/05/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/15/2005	Mileage	42,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	41517	VIKING DODGE INC				
Dealer Address	680 W TERRA COTTA AVENUE					
Dealer City	CRYSTAL LAKE	Dealer State	IL	Dealer Zip	60039	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MCHENRY IL [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges that the headlights were intermittent.
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance.

*****Internal Transfer from Service contract*****

Customer alleges that the headlights were intermittent. Customer alleges that he took the vehicle to the dealer 41517 for diagnoses, when the vehicle was under warranty. Customer alleges that the dealer was not able to duplicate problem under warranty. Customer alleges that the electrical problem was worse and he had to bring back the vehicle to the dealer 41517 for repairs. Customer alleges that the dealer informed that the repairs will not be covered under warranty or service contract. Customer alleges that the repairs should be covered under warranty or service contract. Customer seeking goodwill assistance. Agent called the dealership 41517 and spoke to service manager. SM Virgil alleges that the the headlight switch had a problem and he had to replace the headlight switch and repair the connector. SM alleges that he contacted the district manager for assistance, but the district manager declined the goodwill assistance. SM Virgil alleges that the service contract warranty did not cover it. SM alleges that he does not know whether its a factory defect or customer abuse, because the wiring connector got hot and melted. SM alleges that the cost of repairs is around \$305.00 plus tax. Customer seeking goodwill assistance. Agent transferred the call to Tier 3 for further assistance.

Purchased New or Used? NEW
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 First owner of this vehicle seeking assistance in the cost of repairing the headlights. Vehicle has an added care service contract and no previous repairs. Assistance has been declined by the district manager. Agent will concur with this decision.
 Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired. Customer inquiring if there is anyone else he can speak with. Informed customer there is no one else to speak with.
 Customer called in for the same issue. Customer stated it was not her Fault as she stated that she contacted the dealership when the vehicle was in warranty but they were not able to duplicate the problem at that

time.

Agent transferred the call to internal escalation team for further assistance.

*****internal escalations*****

Denied the request for goodwill assistance with haedlights and park light and concured with previous agents descision

Customer Assistance Inquiry Record (CAIR)# **17735404**

VIN	1C4GP45R6 5B [REDACTED]	Open Date	07/25/2008	Built Date	07/27/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	08/03/2004	Mileage	52,000	Dealer Zone	63 DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	49980	C-H-S, INC./DOLLAR RAC	DODGE		
Dealer Address	5330 E 31 ST				
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74135
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	HOMESTEAD FL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default | Customer called about the head lights of her vehicle.

Customer called about the head lights of her vehicle. Agent informed the customer that this is the electrical issue before we can come on any conclusion please visit the nearest dealership to check your vehicle.

Customer Assistance Inquiry Record (CAIR)# **17749207**

VIN	1C4GP45R1 5B [REDACTED]	Open Date	07/29/2008	Built Date	09/14/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	10/29/2004	Mileage	62,000	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	23055	SOUTH SHORE DODGE CHRYSLER JEEP			
Dealer Address	579 WASHINGTON ST				
Dealer City	HANOVER	Dealer State	MA	Dealer Zip	02339
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ROCKLAND MA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | the head lamps are not working

the problem was with the headlamps and the customer wants assistance on this
denied the assistance on the basis of ownership and the mileage as well
advised the customer to get in touch with the dealer

Customer Assistance Inquiry Record (CAIR)#	17766658
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VIN	2C4GP44R2 5R [REDACTED]	Open Date	08/04/2008	Built Date	09/28/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	11/10/2004	Mileage	70,800	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	60107	COURTESY CHRYSLER			
Dealer Address	1450 ROCKVILLE PIKE				
Dealer City	ROCKVILLE	Dealer State	MD	Dealer Zip	20852
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	BRENTWOOD NY [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Other - Default	customer complains against the dealer 23171
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Customer states that she put her vehicle for recall on Friday at the dealership 23171 . She got the vehicle back and then she found that the headlight switch is broken and one of the lug nuts from the rear tires is missing. She has called the dealership and they have asked her to get the vehicle back to the dealer. Customer states that she is driving to the dealership right now and she just called in to have it documented with Chrysler about this. Agent documented the same and provided the customer with the reference no.

Customer Assistance Inquiry Record (CAIR)#	17767020
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VIN	2C4GP44R2	5R [REDACTED]	Open Date	08/04/2008	Built Date	09/28/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	11/10/2004	Mileage	70,800	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60107	COURTESY CHRYSLER				
Dealer Address	1450 ROCKVILLE PIKE					
Dealer City	ROCKVILLE	Dealer State	MD	Dealer Zip	20852	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	BRENTWOOD NY [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer facing problem with the head light switch.
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Customer facing problem with the head light switch. Customer informed that she took her vehicle for recall. Got her recall completed but now she is facing problem with the head light switch and the lognut. Agent spoke to the service manager (60107) at the dealership. They informed that the switch was already broken. Customer not happy with the response and lookind for goodwill.

Customer facing problem with the head light switch. Customer informed that she took her vehicle for recall. Got her recall completed but now she is facing problem with the head light switch and the lognut. Agent spoke to the service manager (60107) at the dealership. They informed that the switch was already broken. Customer not happy with the response and lookind for goodwill.

*****Internal escalation call*****

The customer states that the dealer has broke it. Told the customer that if the dealer has broken the lamps she need to deal with them Chrysler cant do anything for her as they are independent dealers. The Customer was very unhappy and disconnected the call. The goodwill cant be provided as the vehicle is out of warranty and the eletrical item is anly covered for 12/12.

Customer Assistance Inquiry Record (CAIR)# **17782536**

VIN	2C4GP44R3	5R [REDACTED]	Open Date	08/07/2008	Built Date	09/08/2004	
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	11/10/2004	Mileage	62,459	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	45349	COLORADO SPRINGS DODGE					
Dealer Address	7455 AUSTIN BLUFFS PKWY						
Dealer City	COLORADO SPRINGS			Dealer State	CO	Dealer Zip	80923
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	COLORADO SPRINGS CO [REDACTED]				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default | Customer calls in for the head light problem.

Customer called in for the headlight issue and that is intermittently getting on and off and in the day it works but in the night is the problem and states that she visit for the oil change very often to the dealership when took for the oil change, they checked the light diagnosed and said that the relay switch has to be replaced and it was replaced in 2006 with the dealership and many a times there was problem with the lights this time they say it will cost 225 \$ for the lamp switch to be changed.

Colorado springs dodge 7193297546 calls up the dealership and spoke to John, the service advisor and told that they have diagnosed the problem and are going to change the switch. Agent took the ownership for charging the customer under warranty cost and the dealership agreed for it. Agent informed the customer about it and asked to call us after the repairs.

Customer Assistance Inquiry Record (CAIR)# 17787627

VIN	1C4GP45R5 5B [REDACTED]	Open Date	08/11/2008	Built Date	09/29/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	03/14/2005	Mileage	45,000	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	ROUND LAKE NY [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default | Customer experiancing problem with the head lights.

**** EMAIL BRIEF DESCRIPTION CONTENT ****

Intermittent problem with headlights.

**** END EMAIL BRIEF DESCRIPTION CONTENT ****

Purchased New or Used? Used

If Used, date purchased? 06/30/08 Mileage? 45000

From whom did customer purchase used vehicle? CDJ dealer

**** BEGIN CUSTOMER EMAIL ****

Headlights don t always turn on with switch. Headlights have also turned off at night while driving. Noted a recall on Pacifica with identical problem. Additionally, many people with T&C, according to internet, are experiencing identical problem as mine. Is Crysler going to issue a recall concerning this very serious safety issue? I have already been to Dodge World in Clifton Park, NY 12065 with this problem. Please let me know what needs to be done to fix problem. Thank you, [REDACTED]

**** BEGIN EMAIL RESPONSE ****

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We have reviewed your email in regards to the problem with headlights.

We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

Over the past few years, we have made tremendous gains in improving levels of customer satisfaction. However, in your case, we apparently missed the mark.

Please accept our sincerest apologies for the problems you have had. We hope we will have another chance, sometime soon, to restore your faith in us.

Furthermore, we would like to inform you that, Chrysler LLC has not released any official information regarding the recall for the problem you have been experiencing. If in the future your vehicle is in a factory recall campaign, you will be notified promptly by mail.

If you have further questions, please feel free to contact our office at 1-800-992-1997, between 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thank you once again for your email. We value you and your business.
**** END EMAIL RESPONSE ****

Customer Assistance Inquiry Record (CAIR)#	17796979
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VIN	2D4GP44L6	5R	Open Date	08/13/2008	Built Date	02/02/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	02/25/2005	Mileage	56,374	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	45394	HENRY BROWN CHRYSLER JEEP DODGE				
Dealer Address	1990 N PINAL AVE					
Dealer City	CASA GRANDE	Dealer State	AZ	Dealer Zip	85222	

Owner		Contact Type	E-MAIL
Address		Home Phone	
	CASA GRANDE AZ	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer experiencing problems with his vehicle.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer experiencing problems with his vehicle.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Re-occurring Problem
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 04/26/06 Mileage? 56374
 From whom did customer purchase used vehicle? Individual
 ***** BEGIN CUSTOMER EMAIL *****
 These were the symptoms: Dash lights flickering, Warning bell sounds randomly, Instrument needles flicker randomly, radio temporarily cutsout, headlights flicker. Problem usually occurs during hot weather when engine at low idle. Corrective Work By Henry Brown Reprogram BCM and tighten power and ground cables. Problem reoccurs within two months. Is this a common problem someone knows something about? The dealer in Vancouver, WA is clueless!
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.
 We regret then inconvenience you are experiencing with your vehicle and appreciate the time and effort you took to bring this matter to our attention.
 In response to your email regarding the problems you are experiencing with your vehicle, we suggest that if your dealer is unable to resolve your concerns you can seek a second opinion from another authorized dealer.
 You can locate a dealership using the 'Find a Dealer' area on the Dodge website at <http://www.dodge.com>.
 If your concerns are still not resolved after, consulting another dealership you can contact our Customer Assistance Center at 1-800-992-1997 between 8.00 a.m. to 5.00 p.m., Monday through Friday to speak with our trained Customer Service Representatives.
 Thanks again for your email.
 ***** END EMAIL RESPONSE *****
 ***** BEGIN CUSTOMER EMAIL *****
 I just wanted to let you know that the problem has been fixed, but not by a Dodge dealer. As it turns out the problem was nothing more that a loose

cluster plug to the instrument panel. You d think that after taking it to two dealerships they would find something as simple as this. The repair was done by Allstar Auto Electric here in Vancouver, WA and the charge was base upon one hour of shop time.

**** BEGIN EMAIL RESPONSE ****

No Answer needed,

**** END EMAIL RESPONSE ****

Customer Assistance Inquiry Record (CAIR)# **17804365**

VIN	1D4GP24R3 5B [REDACTED]	Open Date	08/14/2008	Built Date	02/09/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/09/2005	Mileage	69,780	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer 68311 BILL BUTLER CHRYSLER DODGE JEEP

Dealer Address 2817 WATSON BLVD

Dealer City WARNER ROBINS **Dealer State** GA **Dealer Zip** 31093

Owner [REDACTED] **Contact Type** CERTIFIED LETTER

Address [REDACTED] **Home Phone** [REDACTED]

WARNER ROBINS GA [REDACTED] **Country** UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlamp switch failed
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 080808; DATE RECEIVED: 081408

****Begin structured narrative LEMON LAW REQUEST

This applies to written notifications only

yes

What type of notification was received

letter

Was it received via Certified Mail

yes

Date notification was received

8/14/2008

****End structured narrative LEMON LAW REQUEST

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 8/18/08*****

SEE ABOVE CONCERNS.

8/18/08RP Sent DNQ ltr. to o/. No further action.

8/26/08RP Recd. ltr. from o/. Forwarded ltr. and left v.msg. for DM reques ting his involvement. _

Customer Assistance Inquiry Record (CAIR)# **17807629**

VIN	2C4GP44R3	5R [REDACTED]	Open Date	08/15/2008	Built Date	09/14/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	11/10/2004	Mileage	80,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	23825	JASPER JEEP-DODGE-CHRY-PLYM				
Dealer Address	1050 HIGHWAY 515 SOUTH					
Dealer City	JASPER	Dealer State	GA	Dealer Zip	30143	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	JASPER GA	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default Customer called as headlights issue

Customer called as headlights issue. Agent informed the customer to contact the dealership and also informed about the pending recall.UNDERBODY HEATER HOSES.

Customer Assistance Inquiry Record (CAIR)#						17823536
VIN	2C4GP54L3	5R	Open Date	08/20/2008	Built Date	06/27/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	09/28/2005	Mileage	35,800	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	62971	WALTON ON DEMPSTER INC				
Dealer Address	5050 DEMPSTER ST					
Dealer City	SKOKIE	Dealer State	IL	Dealer Zip	60077	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	EVANSTON IL				Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Headlight is concern
Product - Electrical - Radio/Spkr/Clock/Antenna - Defective - Default	Radio is concern
Product - Electrical - Lamps and Switches - Defective - Default	The customer has electrical problems

The customer called in to inform that there are electrical concerns. The customer concerns:-

1. Headlight
2. Radio

The customer was informed by the dealership that he cannot duplicate the problem. The call was made to SM(Dale). The service writer(Doug) informed they have power adaptor is not good for the vehicle and as its not Chrysler. She should not use the adaptor and the customer was advised to use power adaptor authorized by Chrysler. The customer will get in touch with Doug on this concerns.

Customer Assistance Inquiry Record (CAIR)#						17839687	
VIN	2C4GP54LX	5R [REDACTED]	Open Date	08/26/2008	Built Date	10/20/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	01/17/2005	Mileage	45,775	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	41356	K & M NORTHFIELD DGE INC					
Dealer Address	4100 PLAINFIELD AVE NE						
Dealer City	GRAND RAPIDS	Dealer State	MI	Dealer Zip	49525		
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	ROCKFORD MI	[REDACTED]	Country	UNITED STATES			
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				software update for bcm			

Jason, the service manager, calls on behalf of the owner. He states that there are electrical problems that effect the doorlocks and headlight assembly. The diagnostics show that the bcm needs to be updated. Writer agreed to offer assistance with the customer paying \$50. and CAC will pay the rest. He will call back for preauthorization. The mileage is correct and the vehicle is at the dealership for completion of this repair.

***Writer returned a call to Jason and preauthorized this repair.

Nick, Warranty Admin, states he cannot get PA through system. Advised that there is a PA on vehicle but seems that the dealer code is incorrect. Correct dealer code is #41356 K & M Northfield Dodge. Please update and notify Nick when accessible. Thank you.

Dealer Call

Nick, Warranty Administrator called in regards to the same concern. Agent transferred the call to Tier 3 for further handling.

JHW5 corrected the dealer code error.

***Writer notes the dealercode is correct. A message was left for Nick to follow up on the PA.

Customer Assistance Inquiry Record (CAIR)# 17840664

VIN	1D4GP24R6 5B [REDACTED]	Open Date	08/26/2008	Built Date	03/30/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	04/02/2004	Mileage	82,885	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	49914	FOREST LAKE C-P-D/WALDEN AVIS			
Dealer Address	P O BOX 651				
Dealer City	PARSIPPANY	Dealer State	NJ	Dealer Zip	07054
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	KINGMAN AZ [REDACTED]	Country	UNITED STATES		

Product - Brakes - Unknown - Other - Unknown	Customer called in as there is problem with the brakes.
Product - Electrical - Lamps and Switches - Defective - Default	Customer disappointed with the vehicle

Customer called in as there is a problem with the brakes of the vehicle. Agent advised to get the vehicle diagnosed at authorized dealership and call us again so that we can help her in better position. She wants to speak to the supervisor. Agent transferred the call to Escalation team
 *****ESCLATION*****
 Call transferred from CCAC. Customer wants to speak to supervisor. Customer says that the vehicle has a problem with the headlights. Customer says that the vehicle lights do not get switched on and if the knob is left on then the lights start blinking. Customer wants chrysler to pay for the repairs. Agent reviewed the file and found out that the vehicle is a pre owned vehicle. Agent checked the customer house hold and found that this is the only vehicle that the customer owns. Agent declined any assistance from chrysler since the vehicle has 82000 miles. Customer wants to involve an attorney.
 *****Outbound call***** called customer no contact..

Customer Assistance Inquiry Record (CAIR)#**17853372**

VIN	2C4GP54L1	5R	Open Date	08/29/2008	Built Date	03/21/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	11/14/2005	Mileage	35,779	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	45202	RUSHVILLE CHRYSLER JEEP DODGE,	INC.
Dealer Address	253 BUENA VISTA AVE		
Dealer City	RUSHVILLE	Dealer State	IN
		Dealer Zip	46173

Owner		Contact Type	LETTER
Address		Home Phone	
	BEECH GROVE IN	Country	UNITED STATES

Product - Electrical - Power Sliding Door - Other - Driver Side	Customer is complaining about the vehicle.
Product - Electrical - Lamps and Switches - Defective - Default	Customer is complaining about the vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	customer is complaining about the vehicle.

POSTMARK DATE: 082208; DATE RECEIVED: 082608

Customer is complaining about the vehicle. Customer states that there has been lot of problems with the headlights, driver side sliding door, power windows, air bags. Customer states he feels unsafe to drive the vehicle. Customer states that he wants to remove this vehicle from the dealership. Customer seeks help from Chrysler to replace the vehicle.

Agent called the customer on 08/29/08 at [REDACTED] in order to advise the customer to visit the dealer to resolve the matter.

Customer was upset and stated that he sold the vehicle and Chrysler should not contact him again and disconnected the call.

Customer Assistance Inquiry Record (CAIR)# 17874024

VIN	2C4GP44R5	5R [REDACTED]	Open Date	09/05/2008	Built Date	09/23/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	12/31/2004	Mileage	64,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	64123	DANVILLE CHRYSLER-DODGE-JEEP INC.				
Dealer Address	20 S COUNTY ROAD 300 E # 362					
Dealer City	DANVILLE	Dealer State	IN	Dealer Zip	46122	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	DANVILLE IN [REDACTED]			Country	UNITED STATES	

Product - Drivability - Unknown - No Start - Default	The vehicle dies
Product - Drivability - Unknown - Stalling - Default	The vehicle stalls

The Customer is complaining that the vehicle is a Lemon. The vehicle has a starting problem and the Dealership told him that it might be an Ignition Switch error and informed her that its a Lemon. Robert, SA told her that they were unable to duplicate the peoblem and the vehicle had to be towed evertime.

Agent spoke with Mike, SA at the 68960 Dealership. He confirmed that they saw the vehicle in june for the Engine being hot. They found no Fluid leaks, no noises or smells and replaced the Steering Gear, replaced the Window regulator, repaired the Headlamp switch. The Steering gear was replaced at 35000 miles. The Water pump was replaced at 53000 and pads & rotors at 49000.

The vehicle is not at the Dealership.

Customer asked the agent to confirm the vehicle information with Robert, SA at 64123 Dealership and arrange call back from the Supervisor to discuss the Lemon Law. She insists she will contact her Lawyer. Customer hung up.

Case reassigned to 81H for further handling.

Call customer at [REDACTED].

Customer is called in for the above mentioned concern. Agent transfer the call to tier 3

Customer seeking assistance regarding the same concern. Agent transferred the call to Tier 3 for further handling.

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A

Agent attempted to contact the customer on 09/11/08 at 12:50pm on the customer s cell phone. No answer. Agent left call back information on the customers voicemail.

Customer Assistance Inquiry Record (CAIR)# **17879260**

VIN	2D4GP44L0	7R [REDACTED]	Open Date	09/08/2008	Built Date	04/04/2007
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON		
In Service Dt	04/20/2007	Mileage	20,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB6	MARINE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				

Dealer	25034	DISHMAN DODGE				
Dealer Address	EAST 7700 SPRAGUE AVENUE					
Dealer City	SPOKANE	Dealer State	WA	Dealer Zip	99212	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	COLBERT WA [REDACTED]	Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Defective - Default | customer complains of defective transmission

9/10/08 l/m for Richard Bowman@ Dishman regarding repurchase. sj
 9/11/08 s/w Leslie w/atty s advised of TA. Lesile wants the check sent to the atty. sj
 9/15/08 vehicle surrender will be completed on 9/15/2008, 07:00 PM at DISHM AN DODGE/25034. sj
 9/16/08 Transaction complete mailed atty check. Forward file to title. sj
 9/17/08 set transport to Go Southwest for repairs.....kw
 09/23/08 per Andy at GO Southwest, not working yet..... kw
 09/23/08 I called and L/M for Lindsey Harding @ ABT & SIMANOVSKY, L L C. I informed that we will need a WA secured POA signed by the client to complete the buyback and retitle the vehicle. I explained that I can send the ODOM to the client direct or to the law office. I asked that she return the call to advise. tj
 09/25/08 I called and spoke with customer [REDACTED] and informed that we will need a WA secured ODOM signed by both he and Mrs [REDACTED]. I explained that I can send the ODOM to him overnight with a return package. Mr [REDACTED] asked that I send the paperwork to the home address. advised that I will overnight it today. tj
 09/29/08 per Andy at GO Southwest, he has repaired the Transmission but the headlights are flickering advised to go ahead and repair..kw
 9/30/08 received final ro, transported to Denver AA..kw
 POSTMARK DATE: 100108; DATE RECEIVED: 021709
 BYBCK

Customer Assistance Inquiry Record (CAIR)# 17905795

VIN	1D4GP45R8 5B [REDACTED]	Open Date	09/16/2008	Built Date	03/21/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	07/26/2005	Mileage	37,000	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68462	WASHINGTON CHRYSLER CENTER INC			
Dealer Address	105 EAST VAN TREES				
Dealer City	WASHINGTON	Dealer State	IN	Dealer Zip	47501
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SAINT FRANCISVIL IL [REDACTED]	Country	UNITED STATES		

Referral - Service Contracts - Default - Default - Default	Customer wanted to know if the head light and lock is covered
Product - Electrical - Lamps and Switches - Other - Default	customer is fcaing problem with the head light.
Product - Unknown - Unknown - Poor Idle Quality - Default	lock issue
Referral - Tier Three - Default - Default - Default	lock issue / goodwill

Customer called stating that when the vehicle had 32,000 miles, the vehicle had lock problem and since she has been going to the dealership to get it fixed, but the problem was fixed. Customer states that no the warranty has expired, customer is seeking a goodwill. Agent transferred the call to tier 3 for further consideration.

Customer called in for the same issue. She also said that she is also facing problem with the head light. She is looking for goodwill. She said she has a service contract. Agent transferred the call to the service contract department.

Customer Assistance Inquiry Record (CAIR)# 17913683

VIN	2C8GP64L7 5R [REDACTED]	Open Date	09/18/2008	Built Date	03/30/2005
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB	
In Service Dt	06/30/2005	Mileage	33,706	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68467	FEENY CHRYSLER PLYMOUTH DODGE OF	MIDLAND INC		
Dealer Address	7400 N EASTMAN AVE				
Dealer City	MIDLAND	Dealer State	MI	Dealer Zip	48640
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LINWOOD MI [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default Customer said the lights go off when driving.

Customer said the head lights go off when driving. He said he had taken his vehicle at the dealership FEENY CHRYSLER PLYMOUTH DODGE 4 to 5 times and still the problem is not resolved. He said now the vehicle is out of warranty. Agent called up the dealership and spoke with rick the Service manager. He said that they were not able to duplicate the problem. Agent informed that he can contact the star team. He agreed. Agent assigned a D2D.

DIRECT-TO-DEALER (68467) #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt.

Agent called dealer and spoke with Rick the Service Manager informed that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED] #

Agent called up the customer and informed him the same. He said that he will call up the dealership.

Customer says he has been to the dealership they say that they cannot diagnose the vehicle. Customer says that he owns 4 VAN from Chrysler. Customer says that he needs some technical assistance for this. Advised customer that I would assigning the CAIR to the Technical Team they would call back and help him. Spoke to supervisor transferred to T3. Approved by SC907

SM Rick (68467) said they are aware of the issue. He said he would update the CAIR with further information.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Customer is requesting that Chrysler . CAIR is being assigned to your dealership for further handling and review Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with the resolution. - Thank you.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance
(district manager/zone/STAR) in an attempt to resolve
customers concern. Please update with final resolution
REASSIGNED TO BC/DLR 42 68467 09/22/08 09:35 R 17913683
Spoke to SM Rick and part was put in today and will test drive vehicle.

*Contact Date:09/23/2008

Service Director at the dealership has closed the Cair# 17913683

DCX goodwill repair is documented on Repair Order#186325

CAIR RETURNED FROM DEALER ON 9/23/2008 AT 12:16:04 R 17913683

Customer Assistance Inquiry Record (CAIR)#**17949487**

VIN	2D8GP44L0	5R	Open Date	10/01/2008	Built Date	04/03/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	06/20/2004	Mileage	70,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	ROYSE CITY TX	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer unhappy with the headlights.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

My headlights will turn off without reason.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New

***** BEGIN CUSTOMER EMAIL *****

My headlights will turn off without reason.

Comments:

My headlights will turn off when I drive at night at any given moment. Sometimes, I can turn off and back on but, just tonight I couldn't and Thank God I was only a few blocks from home. Does this require a recall?

***** BEGIN EMAIL RESPONSE *****

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 DODGE GRAND CARAVAN. In response to your email, we regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We regret that you are still experiencing problems with the headlights of your vehicle. It is our suggestion that you visit the nearest dealership in your vicinity.

We also request you to seek out the dealerships that are known for excellence in customer service - our Five Star dealers. Visit <http://www.fivestar.com>, or call 1-800-677-5-STAR.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 A.M. to 5:00 P.M., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#	18020708
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VIN	1D4GP24R5 6B [REDACTED]	Open Date	10/23/2008	Built Date	08/19/2005
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	08/19/2005	Mileage	52,000	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	49904	MIDFIELD DODGE/DTG OPERATIONS INC			
Dealer Address	5330 EAST 31ST STREET				
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74135
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	PARMA OH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Unknown - Defective - Default	Customer called up complaining about her vehicle
Referral - Tier Three - Default - Default - Default	Customer want to file a lemon law.

Customer has taken her van for six different times for the same issue, customer is thinking to file a lemon law, but customer needs a rental car know . Agent called up the dealer , spoke to Scott the SM according to him he is diagnosing the vehicle and it is a intermittent issue so he doesn t have an ETA for it, customer needs an rental car today .Customer car is with Ganlery Dodge phone 2164761000. Customer is looking out for rental car customer was given the cair number to the customer, agent tried transferring the call to T3 as per LL679, but could not complete the transfer next agent please transfer the call to T3.
 Customer called in for the same issue. Agent after going through previous notes transferred the call to Tier 3 for further handling. Transfer approved by GC314.

****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 lemon law
 How far out of warranty is the vehicle/repair by time and/or mileage?
 52000miles current
 Service contract (Chrysler or 3rd party) that would cover the repair?
 Original owner? (yes/no) If no, purchased when?
 How many Chrysler vehicles has the customer owned including this vehicle?
 Is there any repair history related to the current concern?
 Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?
 Service dealer code?
 Service manager name?
 NIC of team leader/floor walker who authorized escalation of caller?
 GC314

****End structured narrative T2 - GOODWILL ESCALATION
 10/23/08 - Owner stated the dashlights and gauges flicker and the headlights dim intermittently. Owner stated the vehicle is at the dealership right now being diagnosed and she is requesting to have a rental vehicle and to have the vehicle bought back. Writer declined providing rental assistance and buying back the vehicle due to being out of warranty. Owner stated she feels the vehicle is unsafe to drive and feels Chrysler should be responsible for giving her a rental vehicle. Writer advised owner if she feels the vehicle is unsafe to drive, she can

obtain a rental vehicle at her expense. Chrysler will not assist with rental. Owner stated she will contact her attorney.

Customer Assistance Inquiry Record (CAIR)#	18028517
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VIN	2C4GP54L8 5R [REDACTED]	Open Date	10/28/2008	Built Date	04/09/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	04/30/2005	Mileage	64,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	44396	KASPER CHRYSLER DODGE JEEP			
Dealer Address	2206 CLEVELAND RD				
Dealer City	SANDUSKY	Dealer State	OH	Dealer Zip	44870

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	MEDINA OH [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer complaining about the vehicle
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states that the headlights and dash lights shut on and off

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Town and Country electrical problem

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New

***** BEGIN CUSTOMER EMAIL *****

I am having electrical problems with my van, I have taken it to two Chrysler dealerships and two garages and NO ONE can find the problem. I cannot drive my car as the headlights and dashlights shut on and off while driving, which means I cannot transport my children anywhere after dark. Please, please help. I am at the end here.

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country. We regret the problem with your vehicle and appreciate the time and effort you took to bring this matter to our attention. Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. In response to your email, we request you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

- Vehicle owner name
- Vehicle owner address
- Day and evening phone numbers
- Vehicle Identification Number (VIN)
- Dealership where service was performed
- Date of last service
- Current vehicle mileage

An explanation of the problem
We have Customer Service Representatives available to address your questions and concerns.

***** END EMAIL RESPONSE *****

****Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

wants assistance

How far out of warranty is the vehicle/repair by time and/or mileage?

28000 out of warranty and by time

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

yes

How many Chrysler vehicles has the customer owned including this vehicle?

1

Is there any repair history related to the current concern?

yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

44396

Service manager name?

na

NIC of team leader/floor walker who authorized escalation of caller?

MIB8

****End structured narrative T2 - GOODWILL ESCALATION

Customer calling in regards the same issue, the dealership are not able to duplicate the problem, agent consulted the supervisor MIB8 and transferred the call to tier 3.

****Customer is seeking assistance in repairing and/or diagnosing the issue with the headlights and dashboard lights, radio, gauges, and all the electrical apparatus. The customer stated the problem is intermittent and nobody can seem to figure out what the problem is. Agent called the dealership, 26637, and requested to speak with the SM, Bill. Bill stated he would be willing to look at it for the customer to see what they could figure out. Agent let the customer know Bill is willing to look at it and agent provided the customer with the dealership, 26637, phone number. Customer states that as per the previous representative advised her, she took her vehicle to the dealership and paid them \$175, and customer states that she got her vehicle to her house and now the vehicle stated giving the same problem. Customer states that she cannot drive at night and very disappointed and wants this problem to be taken care off. Customer states she spent \$1000 and over and the problem is never fixed. Customer said that she spoke with Cheryl and wanted to speak with her. Agent took authorization from PA166 and transferred the call to tier 3 for further assistance.

Writer spoke with customer who is seeking assistance with repairing and or diagnosis the issue with head lights and dashboard lights,radio gauges and all issues electrical issues. Customer wants to stop paying for repairs that do not need to be done,customer indicated that she has taking her vehicle into the dealership next week and that at that time the service Manager will be calling to see if some kind of assistance can be done. Did not make any promises.

Customer Assistance Inquiry Record (CAIR)# **18062776**

VIN	1D4GP24R6 5B [REDACTED]	Open Date	11/06/2008	Built Date	02/18/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	03/01/2005	Mileage	87,800	Dealer Zone	63 DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	HOUSTON TX [REDACTED]	Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customerha concern with instrument cluster
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 2005 Dodge Grand Caravan with a 3.3 liter engine: The instrument cluster and headlights flicker and gauges drop to zero.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 05/09/08
 If used, mileage at time of purchase? N/A
 If used, where was the vehicle purchased? N/A
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A
 ***** BEGIN CUSTOMER EMAIL *****
 No Comments
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.
 We regret to read of your dissatisfaction and appreciate the time and effort you took to write to us regarding your concern.
 In response to your email, we suggest that you give your local dealer the opportunity to assist you. Given the many variables involved we are unable to diagnose your vehicle problem via email. Their service personnel at the dealership have the factory training, equipment, and information available to diagnose and correct concerns with our vehicles.
 In addition, we would like to inform you that our records indicate that your vehicle (1D4GP24R65B [REDACTED]) is involved in the factory recall campaign listed below.
 Recall Campaign # F06 UNDERBODY HEATER HOSES.
 If you are having any concern, we suggest that you please contact your local authorized Dodge dealership for an inspection and for the repairs. The recall services are performed free of charge and do not require recall notification letter. Recall repairs can be performed at any point of time by any authorized Dodge dealership.
 Should you have any concern, please feel free to contact us.
 Thanks again for your email. We appreciate you and your business.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 18063005

VIN	2D4GP44L0 6R [REDACTED]	Open Date	11/06/2008	Built Date	11/04/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	11/21/2005	Mileage	37,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	42294	SCHAEFER & STROHMINGER DODGE WHITE	MARSH
Dealer Address	10800 OLD PHILADELPHIA		
Dealer City	WHITE MARSH	Dealer State	MD
		Dealer Zip	21162

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BALTIMORE MD [REDACTED]	Country	UNITED STATES

Product - Engine - Timing Belts / Chains - Defective - Default	Cars Serpentine belt was replaced.
Product - Drivability - Unknown - Other - Default	Customer called up complaining about his car.
Referral - Tier Three - Default - Default - Default	Customer looking for Goodwill for Dignosis fee
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Customers radio is working intermettently

The head lights are not working fine, and the dealership put in an serpentine belt, customer says if it rains he can take the car out if its raining and has to get it towed home, the car is fine on a clear day. Customers radio is working intermittently. Customer has multiple issues with his vehicle customer has no money to pay for dignosis and needs Chrysler to pay that money, customer says that he has had back surgery and he cannot afford it.

****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Customer looking for Goodwill for Dignosis fee
 How far out of warranty is the vehicle/repair by time and/or mileage?
 1000 miles
 Service contract (Chrysler or 3rd party) that would cover the repair?
 no
 Original owner? (yes/no) If no, purchased when?
 yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 none
 Is there any repair history related to the current concern?
 yes
 Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?
 no
 Service dealer code?
 Service manager name?
 NIC of team leader/floor walker who authorized escalation of caller?
 at699
 ****End structured narrative T2 - GOODWILL ESCALATION
 Customer stated he is seeking assistance in cost of diagnosis of the

vehicle. Customer states he does not have the money to pay for it. Customer states the vehicle will turn off, radio will turn on and off, lights dim low then bright. Customer stated he was told by other dealers they are not able to duplicate the issue. Writer informed customer assistance can't be offered for a diagnosis.

Customer Assistance Inquiry Record (CAIR)# 18072490

VIN	2D4GP44LX	5R [REDACTED]	Open Date	11/10/2008	Built Date	06/05/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	06/29/2004	Mileage	58,503	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	43514	SAM LEMAN CHRYSLER DODGE				
Dealer Address	161 DETROIT AVENUE					
Dealer City	MORTON	Dealer State	IL	Dealer Zip	61550	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	MACKINAW IL [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Caller claims to have issues with his headlights.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller claims to have ongoing issues with his vehicle.

POSTMARK DATE: 111008; DATE RECEIVED: 111008
 See prior cair also. State of IL AG s office complaint # 2008-CONSC-0225771
 Owner continues to complain of intermittent headlight function. Claims headlights go out while driving, as well as sometimes they do not turn on. Reassigned to Business Center for review and handling. JSS15.

 Forwarded to RAC55 for review and handling...mam50
 Prior CAIR indicates that the dealer has not been able to duplicate the concern. Writer will call the customer to see when it was last in for service and if it has been in recently, will review with the SM.
 Spoke with owner and advised that the concern must be duplicated by the dealer in order for it to be repaired. SM has been made aware that there is to be no diagnostic fees for the next repair visit to address the headlight concern.
 Dealer advised that the vehicle has not been in for the headlight complaint since 2007.

Customer Assistance Inquiry Record (CAIR)#						18094212
VIN	2D4GP44L9	6R [REDACTED]	Open Date	11/21/2008	Built Date	11/15/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT		
In Service Dt	03/13/2006	Mileage	35,300	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	
	SIDMAN PA	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights and dash lights flicker
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

i bought a 2006 dodge caravan and the headlights and dash lights flicker i took it to a dealer before my 36000 mile warranty runs out and they tell me this is normal i dont see how that can be i never owned a vehicle that you are distracted by the lights fl

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

i just bought this vehicle a month ago and i am concerned about something in the electronics it is distracting at night with the lights flickering this cant be normal could you please help thank you barry seese

Email states:

Dear [REDACTED]: Thank you for contacting the Chrysler Customer Assistance Center about your Grand Caravan. We regret that you are still experiencing problems with your vehicle. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Customer Assistance Inquiry Record (CAIR)# **18094631**

VIN	2D4GP44L8 6R [REDACTED]	Open Date	11/18/2008	Built Date	11/03/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	06/07/2006	Mileage	43,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	23727	CAIN'S, INCORPORATED			
Dealer Address	1400 NORTH 641				
Dealer City	MURRAY	Dealer State	KY	Dealer Zip	42071
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	MURRAY KY [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default | Customer called in with the head lamp issues.

Customer called in with the head lamp issues. She is experiencing the issue is she purchased the vehicle. Agent informed the customer to take the second opinion, provided the address of Parkway Chrysler dealership. Customer understood and ready to take the second opinion.

Customer Assistance Inquiry Record (CAIR)# **18100523**

VIN	2D4GP44L6	6R [REDACTED]	Open Date	11/19/2008	Built Date	11/01/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT		
In Service Dt	11/22/2005	Mileage	14,314	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	64602	BELVIDERE MOTORS INC				
Dealer Address	1201 NORTH STATE STREET					
Dealer City	BELVIDERE	Dealer State	IL	Dealer Zip	61008	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BELVIDERE IL [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default Customer seeking help for the repair the vehicle.

Customer states that the head light of his vehicle is flickering. Customer states that the sometimes it light completely goes off. Customer states that he has been to the dealer 4 times but they are not able to duplicate the problem. Customer states that he wants Chrysler to repair the vehicle or buy it back. Agent verified the information. Agent spoke to the Bob at the dealer 64602. Bob said that he did not find any problem with the head lights. Bob said that the light were OK at the time. Agent provided the same information to the customer. Agent asked the customer to get in touch with another dealer to take the second opinion for the same. Customer agreed and asked for a call back from the same agent on Monday . Customer provided his number [REDACTED]. Agent called the customer. Customer states that he got in touch with another dealer but they could not duplicate the problem. Customer states that they provided the same information that its not happening when the vehicle is at the dealer. Agent asked the customer to give one more try and get in touch with the dealer. Customer said that he will get in touch with the dealer and will give a call back.

Customer Assistance Inquiry Record (CAIR)#	18108658
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VIN	2D4GP44L2 5R [REDACTED]	Open Date	11/24/2008	Built Date	03/22/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	06/11/2005	Mileage	101,595	Dealer Zone	63 DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	23657	CHRIS NIKEL CHRYSLER JEEP DODGE			
Dealer Address	2920 N ASPEN AVE				
Dealer City	BROKEN ARROW	Dealer State	OK	Dealer Zip	74012

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	OOLOGAH OK [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the vehicle
Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Informed customer about the pending recall

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlights keep randomly shutting off

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New

***** BEGIN CUSTOMER EMAIL *****

My headlights keep shutting off randomly. Tonight while my wife and daughter are driving in Tulsa. Headlight switch was dealer replaced once. I found many comments in web groups about faulty headlight switches on 2005 -2007 Grand Caravan headlight switches. Has Dodge figured out how to fix this yet? Recall coming? Do I need to go buy some toggle switches and wire them in myself to get a reliable switch?

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

We have reviewed your recent email. In response to your email, we would like to inform you that we are unable to diagnose your vehicle via email.

Although we recommend that you contact your selling dealer for assistance; any authorized dealer can assist you with your concern. You are not limited to the dealership that sold you the vehicle.

Also, you can seek the dealerships that are known for excellence in customer service - our Five Star dealers. Please visit our website <http://www.fivestar.com>, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership locator in the 'Find a Dealer' area on the Dodge website at (<http://www.dodge.com>).

Also, our records indicate that the following recall campaign has not been performed by an authorized LLC dealer:

1) F06 UNDERBODY HEATER HOSES

As we cannot always confirm that the needed service has been performed, we suggest that you contact your local authorized Dodge dealer to arrange for an inspection and for the repairs. If required the dealer may perform a corrective action at no charge to you.

You can also access the self-service recall site on the internet to check your vehicle s involvement in any/all recalls that are published. Simply

log on to our brand website: www.dodge.com, click on 'For Owners' and then enter your Vehicle Identification Number (VIN).
If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.
Thanks again for your email.
***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#	18113635
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VIN	1D4GP24R7 5B [REDACTED]	Open Date	11/24/2008	Built Date	09/27/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	09/29/2004	Mileage	38,000	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	60064	CRYSTAL CHRYSLER DODGE JEEP	-BROOKSVILLE		
Dealer Address	14358 CORTEZ BOULEVARD				
Dealer City	BROOKSVILLE	Dealer State	FL	Dealer Zip	34613
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SPRING HILL FL [REDACTED]	Country	UNITED STATES		

Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	Customer notified about the recall.
Product - Electrical - Lamps and Switches - Defective - Default	Customer seeks goodwill for a dashboard knob that turns light on.

Customer notified about the recall G09. Customer seeks to speak to to a U.S. agent regarding a problem which is a safety concern for the customer. Customer states that the dashboard knob that turns the headlight on the vehicle when it makes a turn is defective and he wants Chrysler to send the a repair order for the same. Customer has not got the vehicle diagnosed, no estimate as of now. Agent advised customer that Chrysler cannot review the situation unless the vehicle has been diagnosed. Customer states that he will get it diagnosed and Chrysler will take care of the diagnostics too. Agent advised customer that the diagnosis will be entirely upto his discretion. Customer not willing to accept that, customer states that it is a safety issue or else he will speak to a lawyer. Agent attempted to give further explanation, however customer hung up the phone.

Customer Assistance Inquiry Record (CAIR)# 18117593

VIN	2D4GP44L8	7R [REDACTED]	Open Date	11/25/2008	Built Date	01/25/2007
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON		
In Service Dt	01/30/2007	Mileage	29,300	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	60007	SUPERSTITION SPRINGS CHRY-JEEP INC				
Dealer Address	6130 E AUTO PARK DRIVE					
Dealer City	MESA	Dealer State	AZ	Dealer Zip	85206	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	MESA AZ	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Alleges that the headlights were inoperative.
Corporate - Product Information - Default - Default - Default	Seeking information for gate opener reprogram.

Customer seeking information regarding the gate opener reprogramming. Agent advised the customer to contact the Homelink Universal Transmitter (800) 355-3515. Customer alleges that the headlights were not getting on and off. Customer alleges that the headlights switches should be made user friendly. Customer wants her comments to be documented. Agent advised the customer that her comments have been documented.

Customer Assistance Inquiry Record (CAIR)# 18145890

VIN	2D8GP44L6 6R [REDACTED]	Open Date	12/05/2008	Built Date	10/20/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	02/13/2006	Mileage	46,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	44574	CHRYSLER OF CULPEPER			
Dealer Address	11030 JAMES MONROE HWY				
Dealer City	CULPEPER	Dealer State	VA	Dealer Zip	22701
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LOCUST GROVE VA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights having problem.
Referral - Tier Three - Default - Default - Default	Mr. Wescott seeking assistance from Chrysler.

****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T3 or Reassigned CAIR to
 Transferred the call to tier3.
 T3 in-basket ?insert in-basket #? per ? NIC ?.
 ****End structured narrative T2 - TIER THREE REFERRAL
 Mr. Wescott states that the head lights fluctuate during winter and they are not working after some time. He says that it is an ongoing problem with the vehicle from 2006 and states he can dash the vehicle because of this problem. Customer is expecting repair assistance from Chrysler and wants Chrysler to help him out from this situation. The star team was involved in this matter twice. Agent consulted SR882 and transferred the call to tier3 for further assistance.
 + + + + + LL / BB / Arb Research + + + + +
 1. What s does the customer say is wrong with the vehicle? Head lamps go out when weather is cold.
 2. Was the vehicle purchased new or used? new
 3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern? 3
 4. The number of Days out of service? 7
 5. Date of first related repair attempt? 02/21/07
 6. Mileage of first related repair attempt? 17077
 7. Vehicle was purchased in what state? VA
 8. Is this a safety state? yes
 9. Has there been a Direct-to-Dealer CAIR previously sent? no
 10. Has there been any Business Center involvement? yes
 11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No
 Customer wanting Chrysler to repair headlamps that go off when cold outside. Writer spoke with Brian SM. Brian said there is nothing more they can do. He has contacted STAR twice, and a technician even drove the vehicle home one night and said they did not go off, but they did flicker. Brian said they don t have a DM. Writer advised customer to take vehicle to another dealer. Customer refuses to and he requested to file it as a lemon.
 Writer had already contacted dealer prior to customer requesting Lemon Law.
 12.08.08
 Does not qualify for Lemon Law
 I called Martha in service - she said they seen the flicker 2x s

I asked if it merited further diagnosis - she said yes
I called customer and advised when he takes it in to have dealer call me
and I gave my phone number - I will offer assistance to on going problem

Customer Assistance Inquiry Record (CAIR)# 18181970

VIN	2D4GP44L3 7R [REDACTED]	Open Date	12/18/2008	Built Date	02/07/2007
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON	
In Service Dt	07/13/2007	Mileage	26,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS			
Dealer	44430	THE NEW MONROEVILLE DODGE INC			
Dealer Address	3633 WILLIAM PENN HWY				
Dealer City	MONROEVILLE	Dealer State	PA	Dealer Zip	15146
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	NEW KENSINGTON PA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	all light is flashing on dash board.
Referral - Tier Two - Internal Escalation - Authorization - Default	needs Chrysler to buy back the vehicle.

Customer is stating that the head lights and the dash board lights are flashing. Customer states that the dealer is not ready to fix the vehicle and they will not work on the vehicle. Customer states that she does not feel safe to drive the vehicle at night as all the lights keep pulsating. Customer states that the dealer cant fix this so she need something which she can drive. Told the customer that she can get in touch with the a different dealer and can take a second opinion about the problem which she has with the vehicle
 Customer seeking assistance regarding the same concern. Customer states that the vehicle has the same problems again and again. Customer states that the dealership is not able to resolve the problem as they cannot even duplicate the exact issue. Customer states that she wants Chrysler to replace the vehicle because of the problems that it has. Agent informed customer that they will be contacted in the next 3-4 days. Customer agreed.

Agent reassigned the CAIR to 85L for further handling.

*****LL / BB / Arb Research *****AN242

1. What s does the customer say is wrong with the vehicle?
1. Customer alleges that the headlights & the dashboard lights are flashing .
2. Was the vehicle purchased new or used?
2. New
3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern?
3. As per GWA, there are no repair attempts relating to the customer s concern i.e dash board lights & the headlights .
4. The number of Days out of service?
4. NA
5. Date of first related repair attempt?
5. NA
6. Mileage of first related repair attempt?
6. NA
7. Vehicle was purchased in what state?
7. Pennsylvania
8. Is this a safety state?

8. No

9. Has there been a Direct-to-Dealer CAIR previously sent?

9. No

10. Has there been any Business Center involvement?

10. No

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now?

11. No

85L Agent called up the customer but was not able to speak to the customer directly as there was no response from the customer's number.

*****Next Agent*****

Whenever customer calls back inform that the vehicle does not qualify for a buyback (please refer Lemon Law Matrix for the state of Pennsylvania) & ask the customer to get in touch with the dealership .

If necessary follow the d2d procedure . 85L agent could not do a d2d as was not aware of the willingness of the customer to visit the dealership again.

CAIR closed by 85L agent .

The customer called in for the same and she states that she did not receive a call back. the customer states that she visited the two dealership and they said that nothing could be done about the repairs.

She wanted explanation and the agent discussed the matter with AN242 and reassigned the CAIR to AN242 and informed the customer that she will receive a call back within 4 business days.

Customer Assistance Inquiry Record (CAIR)# 18189192

VIN	2D4GP44L7 5R [REDACTED]	Open Date	12/22/2008	Built Date	01/12/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	01/27/2005	Mileage	64,000	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45173	FAMILY CHRYSLER JEEP DODGE			
Dealer Address	626 CECIL AVENUE				
Dealer City	DELANO	Dealer State	CA	Dealer Zip	93215
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BAKERSFIELD CA [REDACTED]	Country	UNITED STATES		

Corporate - CNA Change - Default - Default - Default	CNA changed.
Product - Electrical - Lamps and Switches - Defective - Default	Head lights turns on and off and dies while driving.

Mrs. Moore called in stating that she cannot drive the vehicle in night as the head lights flash on and off and it turns off as when driving. Customer says her vehicle is with the dealer from last 2 weeks and they are not able to diagnose the problem. Agent offered a call back as the dealership is closed. Dealers phone # Jayson 6617253347 Customers call back # [REDACTED] Agent gave a call to the dealership and tried speaking to Jayson the Service Manager at the dealership. The service advisor informed that Jayson has just left for a test drive. Agent will give a call back in 30 min. Agent gave a call to the dealership but Jayson was busy on other line. Agent spoke to Jayson and he informed that the vehicle is fixed. agent informed the same to the customer.

Customer Assistance Inquiry Record (CAIR)# 18204768

VIN	1D4GP45R4 5B [REDACTED]	Open Date	12/29/2008	Built Date	05/18/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	06/28/2005	Mileage	38,969	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44897	MICK'S DODGE CHRYSLER JEEP			
Dealer Address	6181 STEUBENVILLE PIKE				
Dealer City	MC KEES ROCKS	Dealer State	PA	Dealer Zip	15136
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	DOVER PA 1 [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Complaining about the 54070 dealership.
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance for \$594.95
Product - Air Conditioning / Heater - Blower Motor - Defective - Default	Customer seeking goodwill assistance.

****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T3 or Reassigned CAIR to Transferred
 T3 in-basket ?insert in-basket #? per ? NIC ?.
 ****End structured narrative T2 - TIER THREE REFERRAL
 Customer said that she is on a vacation right now and was experiencing problems with the vehicle. She then said that she took the vehicle to the 44897 dealership and got it diagnosed. The diagnostic report says that the blower motor has gone bad due to an open circuit. The dealership told her that the estimated cost of the repair is \$594.95 + Tax. Customer is seeking Chrysler s assistance for the repairs. Customer said that from the time she purchased the vehicle, she has experienced numerous electrical problems. Customer then complained about the 54070 dealership and said that just 8 months after she purchased the vehicle, she experienced problems with the headlights and had to drive back without headlights four times. She said that the dealership even misguided her husband to buy a new tire when it was just a Zipper rupture case. Agent then provided the reference number and informed her that her concerns have been documented. Agent then transferred the call to Tier 3 for further consideration. Approved by **SG580**

 Customer seeking goodwill assistance for the blower motor that has gone out. Customer stated that she s been having electrical problems with vehicle since 8 months ago and feels Chrysler should assist with this repair. Customer said, the blower motor just went out while they were there on vacation. Writer checked the system and vehicle is out of

warranty due to recent time 06/28/08. This is the customers first new vehicle with Chrysler and has 38,969 miles currently. Writer called (44897) Mick s Dodge Chrysler Jeep dealership and spoke to Keith Norris (SA), he said, they do not have history on customers vehicle because customer is from out of town on vacation, he stated that the blower motor needs replacement and customer is out of warranty, he said warranty cost is \$177.63 Writer offered goodwill assistance to cover the price of the blower motor repair, customer will not have to pay any amount out of pocket. Customer is satisfied with decision and agreed to offer.

As a one-time goodwill gesture, Chrysler will offer goodwill assistance for the blower motor repair.

Customer will be responsible for a co-pay in the amount of \$0.00. This goodwill is being offered because customers vehicle warranty just recently expired due to time 06/28/08 and has low mileage of 38,969.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Chrysler at 800-992-1997.

Customer has been informed of this decision. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension 66082 followed by the # sign. Your

call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 35 44897 12/29/08 14:32 R 18204768

*Contact Date:12/30/2008

Zone Staff at the dealership has closed the Cair# 18204768

DCX goodwill repair is documented on Repair Order#00001

CAIR RETURNED FROM DEALER ON 12/30/2008 AT 08:45:719 R 18204768

Customer Assistance Inquiry Record (CAIR)# **18208464**

VIN	2D4GP44L7	5R [REDACTED]	Open Date	12/30/2008	Built Date	04/09/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/29/2005	Mileage	69,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42436	CUMBERLAND VALLEY MOTORS INC				
Dealer Address	6720 CARLISLE PIKE					
Dealer City	MECHANICSBURG	Dealer State	PA	Dealer Zip	17050	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MILLERSBURG PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default | Customer stated the headlight are not working.

Customer stated the headlight are not working. Customer stated that the headlights came off and on. Customer was not happy with the 42436 dealership service. Agent informed the customer to seek a second opinion. Customer agreed.

Customer Assistance Inquiry Record (CAIR)#						18220799
VIN	1D4GP24R2	5B [REDACTED]	Open Date	01/05/2009	Built Date	06/22/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	06/24/2005	Mileage	80,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44884	ALTAVISTA MOTORS				
Dealer Address	1163 WARDS RD					
Dealer City	ALTAVISTA	Dealer State	VA	Dealer Zip	24517	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	GRETNA VA [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Referral - Tier Three - Default - Default - Default	Customer seeking repair assistance.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlight are inoperative.

Customer called in for recall information. Agent informed the customer that there are no pending recalls on his vehicle as of now and that he would be promptly notified through US Mail if Chrysler happens to announce any recalls in future. Agent also advised the customer to check the brand website for any possible recalls in future. Customer states that the headlight have went out when he was driving the vehicle at the highway. Customer states that the problem has been diagnosed at dealership 44884. Customer states that he is waiting for the part which is supposed to arrive by this evening and the repair would be completed by then. Customer seeking repair assistance for the repair which probably would cost about \$70 to \$80. Agent helped the customer with reference number and transferred the call to Tier 3 for further handling. approved by IY10.

1/5/09 - Owner stated she is seeking assistance with the cost of replacing the headlights. Writer declined assistance due to being out of warranty. Owner stated she has an extended warranty but she is 10,000 miles out of that warranty.

Customer Assistance Inquiry Record (CAIR)#						18237303
VIN	2C4GP54L8	5R	Open Date	01/09/2009	Built Date	03/04/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	08/17/2005	Mileage	36,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	65138	ATLANTIC CHRYSLER-JEEP				
Dealer Address	1 TILTON ROAD					
Dealer City	PLEASANTVILLE	Dealer State	NJ	Dealer Zip	08232	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	EGG HARBOR TWP NJ				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	All the lights in the vehicle is pulsing
Referral - Service Contracts - Default - Default - Default	transferred the call to service contract.

Customer called in and stated that she is facing electrical problems with the vehicle. All the lights in the vehicle is pulsing, the head lights, the interior lights and the other lights, she said that this is the ongoing problem in the vehicle.

She has taken the vehicle to the dealership 6 times for the same concern and the vehicle is still not fixed. Dealership asked her to call Chrysler.

Agent called the dealership and spoke with Mike from Service, he said that vehicle has problem with the electrical system and they can't fix the problem. However the vehicle is not at the dealership.

Customer wanted Chrysler Technician to look at the vehicle.

Customer said she will call back after an hour.

****Next Agent****

If the customer calls back advise the customer that her vehicle should be at the dealership so that we can sent the Direct to Dealer and the STAR can work on it. Advise the customer to take the vehicle back to the dealership and call us back.

Customer calling with the same issue and so agent asked the customer to take the vehicle to the dealership but the customer was a bit disappointed and so asked for a supervisor. Agent transferred the call to supervisor.

SD489 took over the call

Customer states that she have taken the vehicle to the dealership 6 times and wants this problem to be resolved. Agent explained the customer that the vehicle must be taken to the dealership so that a D2D can be created and the DM can be involved and then customer agreed to take the vehicle but then the customer wanted to know if she can get a rental vehicle in the mean while. Agent found that the she has a service contract and so called up service contract and confirmed everything and then transferred the call to service contract for further assistance.

Call was transferred from service contract.

Customer wanted the rental vehicle and customer wanted to know if she can get the rental vehicle. Agent checked with the service contact information, customer has rental vehicle, agent then again transferred

the call to service contract for further assistance.

As a one-time goodwill gesture, Chrysler will assist with the repair of the light switch.

This goodwill is being offered because: To retain customer loyalty.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Deanna at 800-992-1997 extension 66102.

Customer ? has / has not ? been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.

Your

call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 35 65138 01/13/09 10:36 R 18237303

Customer called for the same concern. Agent informed to contact the dealership for more updates.

Customer Assistance Inquiry Record (CAIR)# 18248532

VIN	2D4GP44L0 6R [REDACTED]	Open Date	01/13/2009	Built Date	11/02/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	11/28/2005	Mileage	60,621	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	68499	HIBBING CHRYSLER CENTER LLC			
Dealer Address	1321 EAST 39TH STREET				
Dealer City	HIBBING	Dealer State	MN	Dealer Zip	55746
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HIBBING MN [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Agent informed the incomplete recall
Product - Electrical - Lamps and Switches - Defective - Default	Customer complaining about the head lamp

****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T3 or Reassigned CAIR to Transfer
 T3 in-basket ?insert in-basket #? per ? NIC ?.
 MIB8
 ****End structured narrative T2 - TIER THREE REFERRAL
 Customer complaining about the head lamp, says that the headlights goes on and off in the winter season. Customer says that its a ongoing issue with the vehicle since 18 months agent consulted the supervisor and transferred to tier 3. Agent provided the incomplete recall information as well as the reference number.
 ##### DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
 The vehicle has had 2 repair attempts and has been out of service for a total of 5 days for headlights go on and off.
 Agent called dealer and spoke to AI(SM), informed that CAIR was being sent. Please update this CAIR with resolution.
 #####
 REASSIGNED TO BC/DLR 74 68499 01/13/09 18:08 R 18248532
 *Contact Date:01/19/2009
 Service / Parts Director at the dealership has closed the Cair# 18248532
 Dealer goodwill repair is documented on Repair Order#121096
 CAIR RETURNED FROM DEALER ON 1/19/2009 AT 05:05:624 R 18248532

Customer Assistance Inquiry Record (CAIR)#	18266127
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VIN	2D4GP44L1 5R [REDACTED]	Open Date	01/20/2009	Built Date	10/08/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	10/30/2004	Mileage	54,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	43947	NEIL HUFFMAN DODGE			
Dealer Address	4136 SHELBYVILLE ROAD				
Dealer City	LOUISVILLE	Dealer State	KY	Dealer Zip	40207

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	LOUISVILLE KY [REDACTED]	Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer complains visiting 4 dealerships still the problem unresolved
Product - Electrical - Lamps and Switches - Other - Default	Customer experiencing problem with headlights/dashlights/bells ringing)

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 7 times in 4 different dealers in less than 12 months, to fix same problem that still exist???

***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? USED
 If Used, date purchased? 12/28/07
 If used, mileage at time of purchase? N/A
 If used, where was the vehicle purchased? N/A
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A

***** BEGIN CUSTOMER EMAIL *****
 Please help with this van. Dont know what else to do with it. Seven times it has been in the dealer to fix the same problem, but still does the same thing. All the lights flicker (headlights/dashlights/bells ringing) then it will stall out. Very dangerous for wife to drive with two kids. Dealer puts it on the computer and what ever it says they replace. Something different everytime, but its obviously something major they dont mess with. Please help with this problem!!!

***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.
 We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention.
 Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.
 We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. In response to your email regarding the repeated problems that you are experiencing with the lights flickers of your vehicle, we would recommend you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday.
 When calling the Customer Assistance Center, please have your Reference

number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value you and your continued business with us.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 18268579

VIN	2D4GP44L1 5R [REDACTED]	Open Date	01/20/2009	Built Date	10/08/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	10/30/2004	Mileage	54,200	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43947	NEIL HUFFMAN DODGE			
Dealer Address	4136 SHELBYVILLE ROAD				
Dealer City	LOUISVILLE	Dealer State	KY	Dealer Zip	40207
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LOUISVILLE KY [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default | Customer facing headlights problem.

Customer is facing problem with the vehicle. Customer says that the headlights go on and off by themselves and is a repeated problem. Customer said wants Chrysler to do something to solve the problem. Customer was going to take the vehicle at the dealership tonight. Agent informed the customer to call us back after the vehicle is at the dealership. Customer agreed.

Customer Assistance Inquiry Record (CAIR)# 18280389

VIN	1D4GP25RX 5E [REDACTED]	Open Date	01/23/2009	Built Date	01/25/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	02/02/2005	Mileage	95,000	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	BRISTOL W [REDACTED]	Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Customer seeks information about headlight bulletins.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that headlight is not working.
Referral - Other - Default - Default - Default	Referred customer to dealer for information about headlight bulletins.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Looking for 2005 Caravan Headlight bulletins
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 01/31/06
 If used, mileage at time of purchase? 95000
 If used, where was the vehicle purchased? N/A
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A
 ***** BEGIN CUSTOMER EMAIL *****
 Looking for information on headlights do not work.
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Caravan.
 In response to your email regarding headlight bulletins, we would like to inform you that your local servicing dealership is the best resource. Moreover, we would like to inform you that you may order Technical Service Bulletins by phone via credit card (MasterCard, Visa, American Express or Discover) by calling 1-800-423-7915 Monday through Friday, 8:00 a.m. to 8:00 p.m. Or, by sending a written, detailed description of your order, by mail to:
 Tech Authority
 P.O. Box 360450
 Strongsville, OH 44136
 Mailed purchase orders must be received with payment via check, money order or credit card information, including expiration date.
 You may also wish to visit Tech Authority online at <http://www.techauthority.com>
 Thanks again for your email. We value you and your business.
 ***** END EMAIL RESPONSE *****
 ***** BEGIN CUSTOMER EMAIL *****
 Thanks for not answering my question.
 ***** BEGIN EMAIL RESPONSE *****
 No answer needed.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 18280901

VIN	1A4GP45R4 6B [REDACTED]	Open Date	01/23/2009	Built Date	01/06/2006
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	12/22/2006	Mileage	1	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	KITTANNING PA [REDACTED]	Country	UNITED STATES

Dealer - Sales - Personnel - Discourteous/Rude - Salesperson	Customer is complaining about the head sales person.
Product - Unknown - Unknown - Poor Idle Quality - Default	Customer is fed up with the vehicle.
Product - Cooling System - Water Pump / Thermostat - Defective - Default	Customer is seeking goodwill for the repair.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

All of the problems I am having with my vehicle

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New

***** BEGIN CUSTOMER EMAIL *****

I purchased a 2006 Town and Country minivan in December of \ 06 and this is all of the problems I have dealt with since: everytime I use anything with power such as the windows the headlights flicker(I did have this so called fixed but it still does it 2 years later), the front drivers side axel went right after the warrenty expired, the transmission was leaking and needed fixed, the tie rod went, I have replaced every headlight,taillight, and turn signal, the side door is an automatic but half the time it does not work, and now I am getting the water pump replaced. I do not know who I should be letting this know but I am fed up with this vehicle. I am really thinking hard if I will ever buy another Chrysler but I do know I will never buy from the location I purchased this one from. I purchased this vehicle from Chrapps in Kittanning and they were down right rude to us afterwards. The head salesman called us after one year to see how we liked our purchase and after my husband calmly told him everything that has happened to it the guy told him not to get an attitude with him and hung up on him. That was very unprofessional. Please let me know if there is anything that can be done. I have put over 2000 dollars into this vehicle in two years that should mean there is something wrong with this vehicle.

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler Town & Country.

We apologize for the inconvenience caused due to the problems with the headlights, front drivers side axel, transmission, tie rod, taillight, turn signal, side door and water pump on your vehicle, and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. Please accept our apology for the problems you have experienced.

In addition, we are sorry to hear about the service you have received from the sales person at Charapp Chrysler Jeep and Dodge dealership. Information received from customers enables better evaluation of dealers sales activities. Your complaint will be retained in the dealer s file. Furthermore, your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the mileage limitations of the manufacturer s warranty at the time the expense was incurred. Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

If we could be of any assistance to you in the future, please let us know.

Thanks again for your email and for sharing your concern with us.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# **18290002**

VIN	2D4GP44L9	5R	Open Date	01/29/2009	Built Date	07/29/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	02/25/2005	Mileage	44,460	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	44078	RALLYE AUTOPLAZA INC				
Dealer Address	563 ROUTE 17M					
Dealer City	MONROE	Dealer State	NY	Dealer Zip	10950	

Owner		Contact Type	E-MAIL			
Address		Home Phone				
	MONROE NY	Country	UNITED STATES			

Product - Electrical - Unknown - Defective - Default	Customer complains about the electrical system of the vehicle.
Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the pulsating head light.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer has been to the dealer for the problem.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer is experiencing problem with the interior and the dash light.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer is unable to resolve the issue.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
dissatisfied customer with service
***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New
***** BEGIN CUSTOMER EMAIL *****
MYCARVAN IS ALMOST 4 YEARS OLD FOR THE PAST 3.5 YEARS I HAVE HAD MY CAR SERVICED EVERY 3,000 MILES OR THERE ABOUT. EVERY TIME I TAKE IT IN TO RALLEYE SERVICE I COMPLAIN ABOUT MY PLUSATING HEAD LIGHT ,DASH LIGHT AND INTERIOR LIGHT THEY KEEP TELLING ME THEY DON T KNOW WHAT IT IS. MY POWER DOOR LOCKS ALL HAVE BEEN REPLACED AND ONCE AGAIN I TOOK IT IN JAN 19,09 AND THE BACK AUTO DOOR LOCKS WOULD NOT OPEN THE DOORS THEY SAID THEY HAD TO PUT IN NEW SOFT WARE, THEY WORKED YEH THEN I HAD MY TIRES ROTATED WHICH I HAD TO PAY FOR THEY NEVER BALANCED THEM TOOK IT BACK PAID FOR BALANCING , STEERING WHEEL SHAKES LIKE IT HAS A NERVOUS CONDITON YOU HAVE TO HOLD THE WHEEL TIGHT, I M REALLY ANGRY WITH THE SERVICE BUT WHAT REALLY BUGS ME IS THE PULSATING LIGHT ARE STILL PULSATING ALWAYS THE SAME ANSWER WE CHECKED THE COMPUTER DON T KNOW WHAT IT IS. HELP I VERY DISATISFIED WITH CHRYSLER I LL BE GETTING A NEW CAR IN ANOTHER YEAR AND AT THIS RATE IT WON T BE A CHYSLER THERE IS DEFINITLY SOME THING WRONG WITH THE ELECTRIAL SYSTEM. NOW WHEN I START MY CAR IS COLD THE OIL COMES ON ?OIL BEING FINE? ONLY GOES OUT IF YOU SHUT THE CAR OFF AND TURN IT BACK ON. COULD I PLEASE GET SOME ANSWERS THANKS B. MULLER
***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.
We apologize for the inconvenience caused due the problems with the pulsating head light, dash light, interior light, power door locks, back auto door locks, tires and steering wheel, and appreciate the time and

effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis.

In response to your email, we regret to read of your dissatisfaction with the service you have received at Rallye Auto Plaza Inc. It is always a concern when a customer is dissatisfied with the Dealer service. We realize our reputation depends in part on the quality of service provided by our dealers. Kindly accept our sincerest apologies for the problems you have experienced.

We hope that this experience will not cause you to misjudge our products. Information received from customers such as you enables better evaluation of dealers service activities. Your complaint will be retained in the dealer s file.

In addition, we suggest that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you can seek a second opinion from another authorized dealership for proper diagnosis and repairs. You can seek the dealerships using the 'Find a Dealer' area on the Dodge website at www.dodge.com.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, between 8:00 A.M. to 5:00 P.M., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email and for sharing your concerns with us.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#						18300139
VIN	1D4GP24R6 6B [REDACTED]	Open Date	01/30/2009	Built Date	10/20/2005	
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE		
In Service Dt	11/16/2005	Mileage	40,000	Dealer Zone	35 WASHINGTON	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	63482	FREY MOTORS INC				
Dealer Address	409 VALLEY STREET					
Dealer City	LEWISTOWN	Dealer State	PA	Dealer Zip	17044	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	MC VEYTOWN PA [REDACTED]	Country	UNITED STATES			

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance
Product - Electrical - Lamps and Switches - Defective - Default	Head lights gone bad

Customer seeking good will assistance from Chrysler, Customer states that there is a problem with the head lights gone bad and it is the second time with customer facing the same problem with the head lights. Earlier the problem was fixed at the IRF and again the same problem exists.

House hold 2 Chrysler vehicle. Miles :- 40000. Vehicle out of warranty. Customer purchased used vehicle. No service contract. No commitment given.

Agent consulted with AM1107 and transferred the call to T3 for further assistance.

****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T3 or Reassigned CAIR to T3
 T3 in-basket ?insert in-basket #? per ? NIC ?.
 AM1107
 ****End structured narrative T2 - TIER THREE REFERRAL

Customer called for the same and as per the above records agent transferred the call to tier 3.
 Approved by SR882.

Customer called back as she got disconnected while getting transferred.
 Agent transferred the call to tier 3.(Rp761)
 Customer had switch for her lights replaced in 03/29/07 and is just now calling saying her lights are still blinking on and off and requesting Chrysler to pay for the repair. Writer spoke with George SM 63482. George said it has been two hears since customer has been in.
 Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage.
 Approved ME601.

Customer Assistance Inquiry Record (CAIR)# 18306112

VIN	2A8GP64L5	6R [REDACTED]	Open Date	02/02/2009	Built Date	03/14/2006
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED		
In Service Dt	08/08/2006	Mileage	23,772	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC				
Dealer Address	2695 EAST MAIN STREET					
Dealer City	PLAINFIELD	Dealer State	IN	Dealer Zip	46168	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	INDIANAPOLIS IN [REDACTED]	Country	UNITED STATES			

Corporate - Dealer Information - Default - Default - Default	Dealer information provided.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights and gas lights flicker constantly when the heated seats are on
Product - Electrical - Unknown - Other - Default	Rubber smell comes out of passenger side.

Customer called in to say that the headlights and gas lights flicker constantly when the heated seats are on. There is also a rubber smell from the passenger side of the vehicle. Customer has been to a dealership and got the vehicle diagnosed. The dealership has informed him that there is nothing wrong with the vehicle and it is a normal problem for the lights to flicker. The customer is not satisfied at all and he wants his vehicle to be problem free. Agent said that she would call up the dealership and talk to the SM about the problem. Customer asked the agent to give a call back at his phone# [REDACTED] after speaking with the SM. Agent agreed.

Agent called up the dealership but the SM was not available. Agent called up the customer to inform that she would speak to the SM tomorrow and give the customer a call back at the same number. Customer agreed.

Agent called up the dealership and spoke with the SA Julia. She informed that the dealership could not duplicate the problem about the smell. But they replaced the alternator to solve the problem about the flickering lights yesterday late afternoon.

Agent called up the customer (phone # [REDACTED]) and spoke with Mrs. Bass. Customer informed the same as the SA had informed. Customer said that even after the alternator was replaced the problem continues. She said that they would consider taking the vehicle to a different dealership. Agent agreed and provided the dealership information. Agent also provided the reference number for further assistance.

Customer Assistance Inquiry Record (CAIR)#	18317865
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VIN	1A4GP45R7 6B [REDACTED]	Open Date	02/05/2009	Built Date	09/06/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	11/21/2005	Mileage	39,759	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	61909	BARNETT CHRYSLER JEEP			
Dealer Address	3610 HIGHWAY 61				
Dealer City	WHITE BEAR LAKE	Dealer State	MN	Dealer Zip	55110
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	SAINT FRANCIS MN [REDACTED]	Country	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	Attorney letter
Product - Electrical - Lamps and Switches - Other - Default	headlamps flicker

POSTMARK DATE: 013009; DATE RECEIVED: 020509
 Headlamps dim and flicker

 Todd Gadtke- Attorney -Final Chance to Repair/Lemon Law Notice
 Reassigned to Business Center for review and handling. JSS15.

 3/13 attorney demand letter sent to legal group BBS for handling. gmh5

Customer Assistance Inquiry Record (CAIR)# 18325647

VIN	2D4GP44LX 6R [REDACTED]	Open Date	02/09/2009	Built Date	09/13/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	10/27/2006	Mileage	34,000	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	26513	MILLER CHRYSLER JEEP DODGE OF	LEBANON		
Dealer Address	145 ROUTE 120				
Dealer City	LEBANON	Dealer State	NH	Dealer Zip	03766
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ENFIELD NH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	Alleges that all lights of the vehicle are flashing.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Alleges that the dealer is unable to fix the problem.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer wants to file a lemon law

Customer alleges that she took the vehicle to the dealer for 4 times. Customer alleges that all the interior lights, headlights, taillights and dashboard lights are flashing in the night or early morning. Customer alleges that the dealer duplicate the problem and informed her that it is a normal condition. Agent called the dealer and spoke with service manager Scott. SM alleges that he is alone at the dealership and is attending the customer and informed that he will give a call back. Agent provided the reference and contact number for a call back. Agent informed the customer about the same and provided the reference number for call back. Customer agreed.

*****Next agent*****

If SM calls, please ask what is the problem with the vehicle and if required create a D2D. Customer called in regards to the same concern and states that she wants to know the updates. Agent called the dealership but no one was available at the service department. Agent left the message with the operator and informed her to tell the SM to give a return call. Agent provided the contact number and the reference number as well. Agent informed the same to the customer. Customer called back regarding the same. Customer wants her vehicle fixed. Agent called the dealership and was informed that the SM is not available at present. Agent left a message for the SM to give us a call back. Customer hung up while on hold.

Mrs. [REDACTED] called for the same issue. Caller was very frustrated and also alleges that she would like to file for a lemon law as the issue has been ongoing and had never fixed the problem. Agent informed the customer that her concern will be forwarded to the concern department for further review and also informed her that she will be receiving a call back within 3-4 business days. Agent reassigns the case to 851 for further handling.

52124003AG [REDACTED] + + + + + LL / BB / Arb Research + + + + +

1. What s does the customer allege is wrong with the vehicle?
The interior lights, headlights, taillights and dashboard lights are flashing
2. Was the vehicle purchased new or used?

New

3. Per the warranty history, how many related repairs have there been?

1 repair attempts.

4. Number of days out of service?

1 day out of service.

5. Date of first related repair attempt?

10/31/2006

6. Mileage of first related repair attempt?

579 miles

7. This vehicle was purchased in what state?

NEW HAMPSHIRE

8. Is this a safety state?

No

9. Has there been a Direct-to-Dealer CAIR previously sent?

No

10. Has there been any Business Center involvement?

Yes

11. Is the vehicle currently at an authorized dealer?

N/A

12. Does the condition described by the customer still exist?

Yes.

Advised gave a call to the customer thrice but reached the voice mail.

Agent left a voice message that we are not the legal department and we do not determine legal status regarding Lemon law. However, in the initial review of this situation it appears that the customers request may not meet the standards for lemon law. Writer recommended that the customer get in touch with the state attorney general office for more detailed information about the laws in their state or call back on 800-992-1997.

Note for CAC agent: If the customer calls back inform that vehicle does not qualify for lemon law and be in contact with the dealership.

Agent closing the cair.

Customer Assistance Inquiry Record (CAIR)# 18344485

VIN	2D4GP24R6 5R [REDACTED]	Open Date	02/16/2009	Built Date	06/15/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	05/25/2005	Mileage	39,433	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68443	TRIER CHRY-DODGE-JEEP			
Dealer Address	499 S MAIN ST				
Dealer City	COLUMBIA CITY	Dealer State	IN	Dealer Zip	46725
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	COLUMBIA CITY IN [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Goodwill assistance.
Product - Electrical - Power Windows - Complete Failure - F. Door-Pass	The front passenger window does not operate.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	The head light, the dash lights & the over head light flicker constantly

Customer complains that the the head light, all the dash lights and the over head lights flicker constantly. Customer also complains that the front passenger window would not operate correctly. Customer states that it is an intermittent problem. Customer visited the dealer 68443 and they did not diagnose the vehicle. They just informed her that it is a common problem with this model and there is no fix for it. Customer wants Chrysler to assist and fix the problem.

Agent suggested customer to take the vehicle to the dealer and ask them to diagnose the vehicle. Agent informed her that if the dealer is still not able to duplicate the problem, suggested her to call back with the reference no. so that CAC can ask the dealer to involve the STAR team. Customer agreed.

What is the customer requesting from Chrysler? goodwill
 How far out of warranty is the vehicle/repair by time and/or mileage? 9 months and 3400 miles
 Service contract (Chrysler or 3rd party) that would cover the repair? no
 Original owner? (yes/no) If no, purchased when? yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 1
 Is there any repair history related to the current concern? no
 Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?
 yes
 Service dealer code? 68443
 Service manager name? -
 NIC of team leader/floor walker who authorized escalation of caller?
 JA917
 ****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T3 or Reassigned CAIR to
 Transferred
 T3 in-basket ?insert in-basket #? per ? NIC ?.
 JA917

****End structured narrative T2 - TIER THREE REFERRAL

Customer requesting Chrysler to assist in repair of lights flickering or trade in vehicle. Writer spoke with Scott SA 68443. Dee SM not available. Scott said there is a TSB that if lights flickering, then need to replace battery. Scott said window regulator is bad, but he checked with Dee SM and he will use his DSA to repair it with \$100 co-pay. Scott requested writer inform customer of offer. Customer accepted.

REASSIGNED TO BC/DLR 42 68443 02/16/09 13:37 R 18344485

As a one-time goodwill gesture, Chrysler/Dealer will replace window regulator.

Customer will be responsible for a co-pay in the amount of \$100.

This goodwill is being offered because: Customer purchased several vehicles from dealer and just out of warranty.

DIRECT-TO-DEALER #####
#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. If not, please contact this customer and extend

the goodwill offer as discussed. Update and/or close CAIR when complete.

#

If you need to speak with the agent about this CAIR, please call 1-800-992-1997 Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension, which is 66103 followed by the # sign.

Your call is then transferred to the entered extension.

*Contact Date:02/17/2009

Warranty Administration at the dealership has closed the Cair# 18344485

DCX goodwill repair is documented on Repair Order#22272

CAIR RETURNED FROM DEALER ON 2/17/2009 AT 08:36:799 R 18344485

Customer Assistance Inquiry Record (CAIR)#	18353921
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VIN	2D4GP44L7 5R [REDACTED]	Open Date	02/18/2009	Built Date	01/12/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	01/27/2005	Mileage	57,000	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	45173	FAMILY CHRYSLER JEEP DODGE			
Dealer Address	626 CECIL AVENUE				
Dealer City	DELANO	Dealer State	CA	Dealer Zip	93215
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BAKERSFIELD CA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Power Sliding Door - Other - Both Sides	Customer facing problems with the Doors.
Product - Electrical - Lamps and Switches - Defective - Default	Dash,head lights flashes on everytime

Customer called in and informed that the doors of the vehicle are not working properly and the light of the vehicle comes on every time. Customer informed that Chrysler should take care of this and should provide her with some assistance. Agent informed the customer that the vehicle is out of warranty and Chrysler won't be able to assist her in this concern. Customer demanded for a supervisor.
 *****Internal Escalation*****
 RP761 took over the call and the as the customer was seeking goodwill assistance. Agent declined the request as the warranty on the vehicle is out of warranty.
 Customer called again stating that there is an ongoing issue with this vehicle, all the lights on the dash and head lights flashes on everytime. Customer took this vehicle to the delaership and they states everything is fine. Agent called up the dealership and spoke with Jayson and he informed that he did diagnose this vehicle last time and didnt find any problem. Agent informed him that the customer states there is a problem. Customer was seeking rental assistance from chrysler because she will be taking this vehicle again at this dealership next week and they might keep the vehicle for repairs. Agent informed the customer that this vehicle is out of warranty so it wont be possible to approve a rental vehicle. As agent spoke with Jayson he informed that he will try to help the customer with the rental from their side if he finds anything wrong with this vehicle. Agent gave the reference number to the customer. Customer agreed.

Customer Assistance Inquiry Record (CAIR)# **18354006**

VIN	2C4GP54L1	5R	Open Date	02/18/2009	Built Date	06/04/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	06/30/2004	Mileage	50,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	63292	LAWLESS CHRYSLER JEEP, INC.				
Dealer Address	196 LEXINGTON ST					
Dealer City	WOBURN	Dealer State	MA	Dealer Zip	01801	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	NORTH BILLERICA MA	Country	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	Seeking information about mailing address of Chrysler.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head light not working
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	radio is not working
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	wipers not working

Customer stated that the head light and windshield wipers are not working. The vehicle is at the dealership (63292) for the same problem. Customer also mentioned that the radio doesn't work. Agent advised the customer to call back once the dealership will diagnose the vehicle. Customer agreed. Agent provided the reference number. Customer states that she got the vehicle diagnosed by 63292 dealership and dealership informed that there is some problem with body control module. Dealership informed that BCM needs to be replaced. Customer states that dealership is charging her 200\$ for the parts and 99.95\$ labour charges perhour. Customer wants reimbursement from Chrysler. Agent informed the customer that she needs to send original documents that is proof of payment and invoice of repair along with a letter requesting for reimbursement. Agent provided mailing address for Chrysler and also provided reference number to the customer.

Outbound Call

Writer arranged a call back for the customer and informed the customer to send in the original proof of payment and the invoice of the repairs so that Chrysler can review the documents and check if something can be done regarding the same. A decision cannot be made over the phone without the documents. The customer concurred with the information provided. Informed customer to make a note of the reference number on the documents that would be sent in. The customer concurred.

Customer Assistance Inquiry Record (CAIR)# 18369469

VIN	2D4GP44LX	5R [REDACTED]	Open Date	02/24/2009	Built Date	05/14/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	06/12/2004	Mileage	55,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67601	CHUCK DZAK MOTORS INC				
Dealer Address	520 WEST COAL CITY ROAD					
Dealer City	BRAIDWOOD	Dealer State	IL	Dealer Zip	60408	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	JOLIET IL [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer complains about problems with head lamps.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag lights are on.
Product - Transmission / Transaxle - Unknown - Hard Shifting - Default	Customer states that the transmission has gone bad

Customer states that there is a problem with the transmission and the there is a problem in shifting gears. Customer states that there is a problem with the lamps and switches as they stay on for a long time and then go off and then come again. Customer wants the repairs to be taken care by Chrysler. Agent informed the customer that the basic warranty and the Power train warranty has expired and also the extended warranty has expired on the vehicle. Agent also informed the customer to get the diagnosis and the repair work done. However customer was disappointed with the resolution and wanted to speak with the supervisor. Agent transferred the call to the supervisor.

**** Internal Escalation (ST702) ****

Customer states that he is experiencing some problems with the transmission in the vehicle. Customer says that he is finding it difficult to shift the gear. Customer says that the air bag lights are on and also there is some problem with the head lamp in the vehicle. Customer says that he took the vehicle to the dealership 67601 and they could not duplicate the problem and did not get any codes. Customer says that he wants some dealership to diagnose the problems. Agent called the dealership and talked to the SMA t the dealership Jim. the SM says that according to the records the vehicle was at the dealership on 24th November last and he has not talked to the customer or has any records of the problem since then. Agent informed the same to the customer. Customer agrees that he has not been to the dealership after November. Agent advised the customer to take the vehicle to the dealership so that they can look at the concern. Customer wanted to know who will pay for the dignosis charges. Agent informed the customer that since the vehicle to out of warranty the diagnostic charges has to be paid by him. Customer said something which the agent was not able to understand and hung up. The customer hung up.

Customer Assistance Inquiry Record (CAIR)#	18397778
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VIN	2D4GP44L8 5R [REDACTED]	Open Date	03/05/2009	Built Date	04/02/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	05/06/2005	Mileage	80,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	42331	GREAT NORTHERN DODGE INC			
Dealer Address	26100 LORAIN ROAD				
Dealer City	NORTH OLMSTED	Dealer State	OH	Dealer Zip	44070

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	N RIDGEVILLE OH [REDACTED]	Country	UNITED STATES

Product - Electrical - Rear Window Defroster - Defective - Default	Customer called regarding rear window defroster.
Product - Electrical - Lamps and Switches - Other - Default	Customer complained on headlights.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complained regarding air bag lights on.
Product - Body / Trim / Paint Finish - Body Hardware - Inoperative - Door-Sliding	Customer complained regarding sliding doors being inoperative.

Customer called regarding the vehicle frequent electrical problems on his vehicle. Agent suggested the customer to visit the dealership and give us a call back after the diagnosis is complete. Agent provided the reference number.

SM Tim from dealer 42331 called to advise of needed repairs. The door, headlights, and rear window defroster are covered under the service contract. The airbag wiring is corroded and is not covered. The deductible for the service contract is \$100.00. The cost for the airbag wiring repair is \$236.20 plus tax. No offer of good will has been made. Writer also spoke with customer and advised him of the cost of repairs. Customer stated he will need to talk to his wife to come up with the funds.

Customer Assistance Inquiry Record (CAIR)# **18418232**

VIN	2C4GP54L0	5R	Open Date	03/12/2009	Built Date	10/29/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	02/05/2005	Mileage	75,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	45133	LANCASTER DODGE CHRYSLER JEEP, INC				
Dealer Address	1277 GREAT FALLS HIGHWAY					
Dealer City	LANCASTER	Dealer State	SC	Dealer Zip	29720	

Owner		Contact Type	E-MAIL			
Address		Home Phone				
	LANCASTER SC	Country	UNITED STATES			

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer disappointed as problem not resolved.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer having electric concern with vehicle.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 2005 town and country electrical issues
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? USED
 If Used, date purchased? 06/26/06
 If used, mileage at time of purchase?36147
 If used, where was the vehicle purchased? N/A
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now? yes
 ***** BEGIN CUSTOMER EMAIL *****
 We have had the dealership look at it three times, but the dash lights and head lights and just about every other light flickers constantly. also the gauges go wild and the warning tones sound for no reason. HELP!!! wife wants to get a Toyota... i DO NOT want to do that, but this is not helping my case!!! please help. [REDACTED]
 ***** BEGIN EMAIL RESPONSE *****
 Routed to T3 as prior 9885083 and 9884047 handled by star team
 ***** END EMAIL RESPONSE *****
 Email states:
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country. I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention. We have opened a file to investigate this issue with your dealer. Our records indicate that the dealer did call us for technical support in January. However, we will provide any additional technical assistance your dealer may need to help them in resolving this problem.
 At this time, we would recommend that you stay in contact with your dealer for another appointment and we appreciate your wanting to stay loyal to Chrysler. Thank you again for your email and please let us know if the issue is not resolved during the next repair visit.
 Chris,
 null
 Thank you for your time in this matter. I will make an appointment to take it back next week. I hope you will not hear anything else from me about this issue. It seems that the headlights went out completely

yesterday morning briefly on my wife as she was on her way to school.

null

The company I work for is a steel supplier for Chrysler so the way I see it is that we help each other. Thanks again for your response and inquiring about our problem.

null

Email states:

I have updated your file and thanks again for your understanding. I can assure you that we want to get this issued resolved, so let me know if the dealership is unable to duplicate or repair your Town & Country.

Chris,

null

Dropped it off at the dealership last night for them to look at today, so hopefully the issue will be resolved soon. If not, then I will let you know. When we get it back from the dealer it usually takes a couple of days before it starts again.

Email states:

Was the dealership able to resolve your issue during the last repair visit?

I picked it up on Thursday of last week (3/26) and so far so good!

Usually it takes a few days for the problem to resurface, but as of now it is good.

null

thank you,

null

██████████

Email states:

Thank you for the update and feel free to call us directly if the issue returns. Our phone number is 800-992-1997.

I am really sorry to have to inform you that we are experiencing the same problem with our Town and Country. The dash lights are blinking and it started again last night. I really thought it was fixed this time, but it is not. I will wait on your direction before contacting our dealership.

null

Thank you for contacting the Chrysler Customer Assistance Center.

We regret to read that the issue has returned. Our records indicate that we spoke with Rusty at the dealership in attempt to resolve your concerns.

We suggest that you speak with Rusty and thanks again for your email.

Chris,

null

Thanks for responding. Unfortunately, our local dealership is one of those that will be cut off from Chrysler, so now I have to move the van to Nourse Interstate in Richburg. I can only pray that we do not have to repeat this crazy cycle of 4 or 5 visits to the dealership in the vain effort to fix this ongoing problem. I am unsure how anyone can think that the fifth trip to have a dealership to look at it will be any different. However, I am told that a district manager may be getting involved in our case and I hope they can help us. My biggest concern now is the safety of my family.... during the time we have had this problem, the vehicle has not stopped running, but this weekend it did and that concerns me very much! It is terribly frustrating and unless something or someone drastically changes my mind, this is the very last product from Chrysler we will own.

null

thank you for your help,

Email states:

Thank you for the update. Our records do show that the district manager is now involved with this situation with your vehicle and we confident they will be able to resolve this issue. Thanks again for your email.

It is ironic that I received this email today. My wife just called telling me that it is doing it again. We are at our wits end with this situation! I would love to have the name and phone number of this district manager. I am sorry to say that I do not share your confidence in this situation being resolved, especially if it takes another 15 days for anyone to respond. I do plan on calling the customer assistance line again to see what kind of fun around we get this time. If we take it

point do we write this off as a lemon?

null

I look forward to hearing from someone,

Email states:

Dear Scott: Thank you for contacting the Chrysler Customer Assistance Center. Our records show that you were going to bring the vehicle to the dealership on 6/23 for them to address your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns were not addressed during the visit, or if you have other concerns, please contact the service manager at the dealership or the Chrysler Group Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

We will pick it up today. In a few days we will be able to tell if it is indeed fixed. I will certainly call if the problem occurs again.

null

thanks for all your help,

Email states:

Thank you for the update and be sure to let us know if the problem is not resolved.

Customer Assistance Inquiry Record (CAIR)#	18431045
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VIN	2C4GP54L7 5R [REDACTED]	Open Date	03/17/2009	Built Date	06/30/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	08/31/2004	Mileage	70,871	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	43754	RIVERSIDE CHRYSLER JEEP DODGE			
Dealer Address	1601 HIGHWAY 70 EAST				
Dealer City	NEW BERN	Dealer State	NC	Dealer Zip	28560

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	KINSTON NC [REDACTED]	Country	UNITED STATES

Referral - Other - Default - Default - Default	Customer called in regarding the third party service contract.
Product - Electrical - Lamps and Switches - Defective - Default	Headlight issues.

Customer is upset as her third party SC did not cover the headlight box but covered only the headlight switch. Customer states she had to pay \$400 for the part. Customer states that she is not happy with Chrysler. Customer states that she was told to call Chrysler no. Customer has a SC from Fidelity. Agent advised customer that certain electrical components are only covered for 12/12 as per the manufacturers warranty. Agent advised customer to contact her SC company. Customer states that she did but they said that they cannot do anything about it. Agent advised customer that her concern will be documented. ***AM1106

Customer Assistance Inquiry Record (CAIR)#	18431466
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VIN	2D4GP44L0	5R	Open Date	03/18/2009	Built Date	11/04/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/31/2005	Mileage	57,800	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	44183	BARABOO MOTORS INC				
Dealer Address	640 HWY 12					
Dealer City	BARABOO	Dealer State	WI	Dealer Zip	53913	

Owner		Contact Type	E-MAIL		
Address		Home Phone			
	REEDSBURG WI	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer has been to the dealer several times for the problem.
Product - Electrical - Lamps and Switches - Defective - Default	Customer is disappointed due to the problem with the head lights.
Product - Electrical - Unknown - Defective - Default	Customer is disappointed due to the problem with the interior lights.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Can not get my dodge carvan fixed and want a 7-D corrective to resolve the problem

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? Yes

***** BEGIN CUSTOMER EMAIL *****

I am trying for the last time right now with your dealerships to fix the interior lights and head lights from strobing and just about going out. Review the service records at Fedderly and Baraboo motors dealerships if you want to see the amount of BS my wife and I have put up with. If this problem is not resolved this time I will be forced to take legal actions to the best of my ability. This is absolutely absurd that I can pay this much money for a vehicle and watch it fall apart around me and not be able to get an dealership to resolve my dissatisfaction. I have worked in the automotive industry supplying components to you and this would never be allowed to happen with any component the companies I worked for made for you. I have been brow beat by your inept SQA s and required to give you unbelievable amounts of useless daimler paperwork. At this pont as your customer I am requiring a 7-D corrective action on how Chrysler is going resolve this problem immedately and effectively to my satisfaction.If I do not recieve a interim corrective action on how you are proceeding within 24 hours from right now (per your procedures)I will be in contact with AIAG and your TS16949 Registration firm to at a minium have your certification revoked. If you think I am playing try me I have also worked in the registration industry and have personally audit to of your facilities in Michigan. I am really trying to give you one last chance to resolve this issue at a reasonable level. I have printed this page for my records Sincerley, one pissed of dodge owner

***** BEGIN EMAIL RESPONSE *****

Issue has been documented in share point for further handling as customer and dealer requires a call back.

**** END EMAIL RESPONSE ****

CSR agent contact the customer and left the voice message to call us.

Routed to tier 3 for further handling. Approved GK222

**** END EMAIL RESPONSE ****

Email states:

Thank you for contacting the Chrysler Customer Assistance Center. We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue with Baraboo Motors. We will provide any technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning your vehicle.

Thanks again for your email.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance

(district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution

REASSIGNED TO BC/DLR 51 44183 03/20/09 15:04 R 18431466

Writer spoke with Tim Service Director with dealership 44183. Who called to inform us that the customer maybe calling to inform us that the dealership will not be able to assist him. Service Director said that this is a common problem. Dealer spoke of a lot about the letter we received from the customer. Dealer contact the District Manager formation that this is a common problem and that repair is not required. Customer called in regarding the above mentioned issue and wants to speak to a senior agent. Agent transferred the call to tier 3. Approved by IY10.

3/24 Owner transferred to Tier 3 regarding dealer advising him the flickering of his interior lights is an acceptable action on his vehicle and they received this information from Chrysler. Owner stated he is not satisfied and wants to know what will be done by Chrysler.

Advised owner based on information he just provided from dealer - nothing more will be by Chrysler. Owner wants the vehicle bought back. Declined. Owner stated he has already given this information to his lawyer to pursue further.

Owner wanted to be transferred to someone higher - advised there is no one further to transfer owner to.

3/23 DM contacted by dealer service manager, Tim regarding issue. After researching found that with issue is a common characteristic of this vehicle. DM advised Tim of same. Closing CAIR. T.Schatz

I thought the dealership was finally getting somewhere in resolving the issue. Now the District Manager is stating that the dashlights, headlights and interior lights flashing is an acceptable condition. I want a phone call as requested the first email and this time on my cell phone [REDACTED]. I am contacting my lawyer now that

Chrysler has determined not to correct this defect as he has directed. I am filing a complaint with the better business bureau, as well as my government officials to tell them a company such as yourselves should not receive one more dollar of my tax money. I am going to go after Chrysler now until I get this vehicle bought back from me.

Customer Assistance Inquiry Record (CAIR)#	18435295
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VIN	2D4GP44L3 6R [REDACTED]	Open Date	03/19/2009	Built Date	08/15/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	09/24/2005	Mileage	36,595	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PYG LINEN GOLD METALLIC PEARL COAT				
Engine	EGH 3.8L V6 OHV ENGINE				
Transmission	DGL 4-SPEED AUTOMATIC TRANSMISSION				

Dealer	26469	BOB MAYBER MOTORS			
Dealer Address	I-80 AND SOUTH HIGHWAY 83				
Dealer City	NORTH PLATTE	Dealer State	NE	Dealer Zip	69101

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	NORTH PLATTE NE [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer disappointed with inoperative head lights
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer problem not resolved.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Having problems with my headlights, going down the highway at 65 miles per hour my headlights went out, I had dash lights and blinkers but no headlights, have had this problems before and nobody can find out the problems ,
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used?NEW
 ***** BEGIN CUSTOMER EMAIL *****
 I have been having problems with my headlight on my dodge carvaran, they will go out for no reason at all, the other night was the last straw, I need to get this problem solved, as we are scared to take this car out at night, please call or tell me what to do, thanks [REDACTED]
 ***** BEGIN EMAIL RESPONSE *****
 Dear [REDACTED]:
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Caravan.
 Your email has been received and the concerns you have raised are appreciated.
 We are sorry to learn of the inconvenience you have been experiencing while driving your vehicle at night.
 After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative over the phone.
 Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.
 Thanks again for your email.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 18437238

VIN	2D4GP44L3 6R [REDACTED]	Open Date	03/19/2009	Built Date	08/15/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	09/24/2005	Mileage	36,602	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	26469	BOB MAYBER MOTORS			
Dealer Address	I-80 AND SOUTH HIGHWAY 83				
Dealer City	NORTH PLATTE	Dealer State	NE	Dealer Zip	69101
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NORTH PLATTE NE [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default | Customer experiencing problem with the headlights.

Customer experiencing problem with the headlights. He told the agent that he had experienced this problem two times and had been to the dealership 26469 every time and till now the problem has not yet resolved. And now the customer wants Chrysler to fix the problem. Agent told the customer that he will give him a call back after talking to the dealership. The call back number of the customer is [REDACTED].

***** Outbound Call *****

Agent called the dealership and had a word with Bryan, the service manager. He told the agent that he tried different ways to fix the problem and this time the technician wants to try a headlight switch. He also told the agent that he will keep the vehicle for one night so that he can drive the vehicle and check if the problem is again occurring or not.

Agent called the customer and told him that a headlight switch will be installed on his vehicle and dealership will call him as soon as the part will be available. Agent provided the reference number.

***** Outbound Call *****

Writer called the customer to inquire if the dealership has called him about the headlight switch or not and the customer informed the writer that the dealership has called him and told him that they have ordered the headlight switch but it has not yet come. As soon as the headlight switch comes the y will again call back the customer.

Customer Assistance Inquiry Record (CAIR)# **18471669**

VIN	2C4GP54L6	5R	Open Date	04/01/2009	Built Date	01/19/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	03/07/2005	Mileage	82,502	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	43026	THOMPSON CHRYSLER DODGE JEEP				
Dealer Address	124 N POINT BLVD					
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21224	

Owner	[REDACTED] J			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	WINDSOR MILL MD [REDACTED]			Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default | Dealer 20677 Service Writer wanted warranty coverage

Dealer 20677 Service Writer Ronald stated diagnosis vehicle needs head light switch ZL671DVAC was it covered under warranty, Writer stated yes head light switch is covered under maximum care no abuse.

Customer Assistance Inquiry Record (CAIR)# 18483551

VIN	2C8GP64L1	5R	Open Date	04/06/2009	Built Date	07/07/2005
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	09/19/2005	Mileage	29,926	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	62737	MOTORWORLD CHRYSLER INC				
Dealer Address	150 MOTOR WORLD DR					
Dealer City	WILKES-BARRE	Dealer State	PA	Dealer Zip	18703	

Owner		Contact Type	LETTER			
Address		Home Phone				
	BERWICK PA	Country	UNITED STATES			

Product - Electrical - Lamps and Switches - Other - Default Customer has a problem with the headlight.

POSTMARK DATE: 032709; DATE RECEIVED: 040109
 Customer is seeking assistance.
 Customer states that there is a problem with the headlight. The dealership could not duplicate the problem.

 Agent called up the customer at [redacted] and spoke to Mr. [redacted] informing that he can visit another dealership in his vicinity and give us a call at 1800 with the reference number and our representative will assist him further. Agent provided with the two dealership name and phone number. Customer understood.
 Mileage, dealership and coin updated

Customer Assistance Inquiry Record (CAIR)# **18508030**

VIN	2C4GP54L6	5R	Open Date	04/16/2009	Built Date	11/15/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	04/14/2005	Mileage	44,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	26141	LEN STOLER DODGE CHRYSLER JEEP				
Dealer Address	1001 BALTIMORE BLVD					
Dealer City	WESTMINSTER	Dealer State	MD	Dealer Zip	21157	

Owner		Contact Type	E-MAIL			
Address					Home Phone	
	HAMPSTEAD MD	Country	UNITED STATES			

Product - Electrical - Unknown - Defective - Default	Customer complains about the electric issues with the vehicle.
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Customer complains about the leaking rack and pinion.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer complains about the problem with the gauges.
Product - Electrical - Lamps and Switches - Defective - Default	Customer complains about the problem with the headlights.
Product - Brakes - Unknown - Defective - Unknown	Customer complains about the replaced brakes & rotors of the vehicle.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Customer complains about the sliding doors of the vehicle.
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer disappointed with the repair cost involved.
Product - Unknown - Unknown - Poor Idle Quality - Default	Customer is disappointed with the quality of the vehicle.
Referral - Tier Three - Default - Default - Default	Rack and Pinion being sensitive issue.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Quality issues with vehicle!!
***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New
Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No
***** BEGIN CUSTOMER EMAIL *****

2005 T&C. Very disappointed in overall quality of vehicle. When vehicle was under warranty nothing breaks of course). After warranty expired, I have had electrical issues and now rack and pinion is leaking from boot on drivers side. Local mechanic looked at the vehicle and said that rack and pinion is bad. Now have to put money into this to have issue fixed.Should not experince these issues on a 4 year old vehicle that is garage kept, cared for and maintained in every way and not driven hard! Also, had brakes and rotors replaced at 22,00 miles. No excuse for poor quality of product. Len Stoler reset computer (electric issues) and fixed for a limited amount of time. This started to occur when vehicle was about 1 month out of warranty! Headlights won t turn on at times, gauges will peg at start up and sliding doors don t work at times. Can not recommend you to anyone else. Bough on refernece form my parents (who own at 1995 Cherokee and just bought a Cherokee Loredo on 4/11/09) because of there past satisfaction with Mopar product. Please respond!!

***** BEGIN RESPONSE *****

Escalated to Tire 3.

***** END RESPONSE *****

Email states:

Your message concerning problems with your Town & Country, was received and reviewed by the Customer Assistance Center.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles. Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks for your email.

Writer inclined to assist with the repairs if done at a Chrysler dealer.

I am not satisfied by this response. The Chrysler service center in my area is not up to par, in my opinion. Since Wheeler in Westminster stopped dealing with Chrysler I have not found Len Stoler to be in the same league! That is why I took the vehicle to a local repair shop that I can trust. I feel the local shop has more knowledge and understanding than my local Chrysler service center. I would like this issue resolved in the best possible manner that satisfies both Chrysler and myself. I know times are tough for all and I am not looking for something for nothing! As I stated in my previous email, the vehicle now has a bit over 44,000 miles on it and a power steering should not be defective, under normal conditions, at this point. Again, I have this vehicle in top shape for a 4 yr old vehicle and should not have the problems I am experiencing. I purchased a Chrysler based on recommendations from family and friends who found your vehicles to be well made and a quality product. Please respond and let me know what course of action we can take.

Email states:

Thank you for your reply. We are unable to provide any possible goodwill assistance at an independent facility. If you would like to have your local Chrysler dealer diagnose the vehicle, they can call us with an estimate of the repair for further discussion. Or, you can call us directly at 800-992-1997.

If I was to take the vehicle in to service center, to have the issue evaluated, will I be charged for service? As I stated before, I have a local mechanic that will do a great job at reasonable price if I have to replace power steering at my cost. Also, over the weekend starting having loud knock at drivers front tire when placing vehicle in reverse. Possible CV joint or result of power steering issue not sure at this time. If CV joint is to be replaced do not want to replace power steering and align then have CV joint fixed and realign. Also, an issue that I brought up before the vehicle was out of warranty has reoccurred this past week. Headlights working intermittently and gauges on dash with 'peg' when vehicle is started and return to normal. Len Stoler reset the computer last year and seemed to have fixed issue until now. Please let me know what can be done.

Email states:

Dear [REDACTED]: Thank you for your email concerning diagnostic fees.

Sometimes it is necessary for the dealership's technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.

When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle.

We suggest you speak with the service manager regarding their policy on

Thank you for giving us the opportunity to review this with you.

I did have my vehicle to a dealership for a technician to look at the issues that I have been having and after a long discussion with the dealership and Chrysler, I have gotten nowhere. The dealership did try to work a deal which I found to be not suitable. The dealer was willing to 'eat' the cost of some parts and fix if I paid labor. Also, on top of the repairs I asked them to look at they pulled the rear wheels and told me I needed brakes. Just had tires put on last month and know they were close to being replaced. They would cut a deal with me if I gave them the brake work. I find this unethical and did not appreciate the way it was done. The dealer should not have to comp parts that should be under warranty or that are defective. The headlight and turn signal issue seems to be a headlight switch. The issue was brought up to dealership 1 year ago when the problem started. I was told on Wednesday that it was misdiagnosed last year and in November 2008 because problem was intermittent and they could not get it fail when looked over. It was a gradual problem with a switch (mechanical) part that has failed over time. Now that the part is out of warranty it is not covered. Do not fell the dealer or myself should have to pay for anything related to this. I did not bring in Wednesday at this as the first time it was happening.

As for the power steering. Two years ago the steering was groaning when it was turned. Took it to dealership (under warranty) and they placed a finned cooler on the system to stop overheating of steering fluid which was causing air to build in system. Fixed issue for a while, then it happened again. Dealership said all air was not bled from line. Once second service was completed I did not have any further issues until boot at inner tie rod degraded because of the fluid sitting behind it for however long it was leaking. Had a large flow of fluid from system when boot first failed. Now I have a baseball sized spot under vehicle after sitting all night. The rack and pinion was bad for a while and we had problems previous which caused the failure at the inner tie rod. I know that both of the issues are not be covered through Chrysler! I had long discussions yesterday with the service center and Chrysler customer center. I got absolutely nowhere. I want someone that 'cares' to see this and respond to my complaint. You have lost a loyal customer and a family of loyal customers. I know of at least 10 Chrysler vehicles that are in driveways of family members at this point. I bought Chrysler based on their value and service record. The problem that have presented with this van has turned me off to your product for future consideration. Thank you for reading this email and I will use my local service station for repairs from now on and not worry about supporting Chrysler in any fashion.

Thanks you,
Curtis Fidler

A Former Loyal Customer

Email states:

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative. Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Customer Assistance Inquiry Record (CAIR)# 18534608

VIN	2C4GP54L0 5R [REDACTED]	Open Date	04/27/2009	Built Date	09/25/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	10/08/2004	Mileage	65,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	KANSAS CITY MO [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer is experiencing problem with the headlights.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the dealer is unable to resolve the problem.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Head Light issues since first got vehicle, and now past coverage.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? Used
If Used, date purchased? 12/18/06
If used, mileage at time of purchase? na
If used, where was the vehicle purchased? individual
Is the vehicle at a Chrysler/Dodge/Jeep dealer now? na
***** BEGIN CUSTOMER EMAIL *****

Dear sir, In November of 2006 My husband and I purchased a 2005 Town and Country Minivan. We love it even to this day. The only thing that frustrates us is our headlights. When you go to turn on the switch the lights do not always come on. It started doing it when I had less than 25,000 miles on it. (I bought it 'used' so I only got the 36,000 or 3 year warranty because that was all my husband and I could afford.) When I would bring it into my neighbor shop they couldn't find anything and claimed the computer had to be updated. Well, still the headlights would have those rare moments of not coming on. After my warranty ran out I started using a family run mechanic shop. They still couldn't figure out what was wrong with the headlights. Now, the headlights have started to flicker or just go out while I am driving at night. I work most of my shifts until around 10pm. I have called the dealer, on many occasions, that worked with me until my warranty expired and they said that I have to come out of my own pocket to fix it since I m not covered any more. How do you fix something when you have no clue what is wrong with it? Also, since this same problem has been going on since before the warranty ended, why can you not look into it to see if there was a faulty error when it was built? I don't have money lying around to pay for all of the gadgets mechanics need to figure out the problem, and having the same thing told to me for the past 3 years of 'We don't know'. So, I am writing and pleading with you to help me out. I am tired of not know what to do and if I have a wreck the cop isn't going to care that my headlights aren't working. Please email me back. I just want to know that when I drive I will be safe. Sincerely [REDACTED]
***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country. We appreciate the time and effort you took to write to us and apologize for the inconvenience caused. In response to your email regarding the concern with the headlights, we

would like to inform you that it is our suggestion that you continue to work with your servicing dealership. If the dealership has been unable to determine or resolve your concerns, the dealership could seek assistance from the Chrysler STAR Team.

For any further assistance in the future, please feel free to contact us using the reply link given below.

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&

Thanks again for your email. We value you and your business.

**** END EMAIL RESPONSE ****

Customer Assistance Inquiry Record (CAIR)#	18544472
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VIN	1A4GP45R7 6E [REDACTED]	Open Date	04/29/2009	Built Date	09/06/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	11/21/2005	Mileage	39,759	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	61909	BARNETT CHRYSLER JEEP			
Dealer Address	3610 HIGHWAY 61				
Dealer City	WHITE BEAR LAKE	Dealer State	MN	Dealer Zip	55110
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	SAINT FRANCIS MN [REDACTED]	Country	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	Attorney letter
Product - Electrical - Lamps and Switches - Other - Default	headlamps flicker

4/30/09 - Heard from Mr. [REDACTED], GM and he said that he would be happy to have the customer surrender the vehicle there. Walked him through the logistics of the surrender. Contacted the customer's attorney, Todd Gadtke and left him a voice mail message saying that we were in contact with the dealership and needed to speak with him to move forward. djs

5/4/09 - Called the customer's attorney, Todd Gadtke and asked him to please call us back concerning the logistics of the surrender of this vehicle as he told him that we needed a current copy of the registration. djs

5/4/09 - Called the customer's attorney's office again and left a voice mail message for the paralegal, Donna Stewart to see if she could get us the registration and if we could go over the terms of the surrender with her. Standing by for either Todd, the attorney's response or Donna's. djs

5/4/09 - Sending documents for surrender to Jack Mayron, GM at Barnett Chrysler Plymouth Jeep. Standing by for surrender. djs

5/13/09 - Awaiting Chrysler's bankruptcy to conclude before proceeding with case. Standing by for directives from the manufacturer. djs

5/20/09 Claim has been withdrawn. The check(s) will not be reissued as this is a case per TNT16. CM

7/29/09 - Received reissued checks and revised release agreement from Susan Gadberry at Beatty, Bangle and Strama. Check #0008041326 in the amount of \$4,081.86 payable to Rachael Pesta and check #0008041327 in the amount of \$11,641.82 payable to Drive Financial. Scanned documents into system. djs

7/29/09 - Spoke with Donna in the customer's attorney and told her who the contact was at the dealership. Sending the vehicle surrender package out to Jack Mayron, GM at Barnett. Standing by for surrender. djs

8/5/09 - Received a call from Jack Mayron, GM that the transaction was completed. Sending out checks to customer via his attorney's office and check to lender. djs

8/5/09 - Received a call from Jack Mayron, GM that the transaction was completed. Sending out checks to customer via his attorney's office and check to lender. djs

08/06/09 transporting to Park Jeep for repairs. kl
08/11/09 Per Translogic, still looking for a driver to Park Jeep. kl
08/18/09 Per Translogic, already at Park Jeep, emailed Ken to confirm. kl
08/18/09 Per email from Ken at Park Jeep, now there and being road tested.
kl
08/25/09 Emailed Ken at Park Jeep for the status of the repairs. kl
09/01/09 Per email from Ken Nelson at Park Jeep, currently road testing for
diagnosis. mls
09/09/09 Per email from Ken Nelson at Park Jeep, currently road testing for
diagnosis and will hopefully be done by end of week. mls
09/15/09 Per email from Ken Nelson at Park Jeep, repairs are done, he will
fax RO. mls
09/17/09 Received final RO. Set transport to Arena Auto Auction. mls
POSTMARK DATE: 092209; DATE RECEIVED: 111309

Customer Assistance Inquiry Record (CAIR)# 18572663

VIN	2D4GP44L5	5R	Open Date	05/11/2009	Built Date	10/19/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	11/27/2004	Mileage	81,990	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	60198	TROIANO CHRYSLER JEEP DODGE				
Dealer Address	435 S MAIN ST					
Dealer City	COLCHESTER	Dealer State	CT	Dealer Zip	06415	

Owner		Contact Type	E-MAIL			
Address		Home Phone				
	COLCHESTER CT	Country	UNITED STATES			

Product - Electrical - Body Control Module - Defective - Default	Customer has to replace the body control module.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer is complaining about the headlights.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Customer states that the body control module is backordered.
Referral - Tier Two - Internal Escalation - Authorization - Default	Reassigned the CAIR to 85P.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
no headlights-need body control module-dealer unable to obtain one
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used? New
***** BEGIN CUSTOMER EMAIL *****
our headlights are not operating. car has been at dealer serveral times and now told we need a 'body control module' however they cannot locate one. we have been told it is on back order. cannot drive after dark and car is needed during dark hours. please help
***** BEGIN EMAIL RESPONSE *****
Reassigned the CAIR to 85P.
Dealership(60198) Phone: [REDACTED]
*****85P OUT BOUND CALL *****
PART#: 05026062AC
PART NAME: MODULE
ORDER DATE: 05/04/09
ORDER NUMBER: BARB
ORDER TYPE: S DAILY ORDER
REASON CODE: REL TO SUPLR
ETA OF PART: NO DATE
DEALER CODE: 60198
DEALER PHONE: 860-537-2331
CUSTOMER PHONE: [REDACTED]
Writer called the dealership spoke PM.Wayn and took the deatils of the parts.Writer finds in GPOP the status of the part shows rel to suplr but not showing any ETA date.
Writer called the customer on [REDACTED] left voice mail told that the part has been relse to suplr told to get in touch with the dealership for update on time to time.
Writer called the customer [REDACTED] and spoke with MR [REDACTED] and told that the part is at the dealership and requested to schedule an appointment to install the part.customer agreed.writer finds is GPOP

staus of the part is recived and shows UPS TRK#1Z03E3A31340534099 .Hence
writer closed the cair.

Customer Assistance Inquiry Record (CAIR)# 18593839

VIN	2A4GP54L4	6R	Open Date	05/18/2009	Built Date	11/08/2005
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING		
In Service Dt	01/09/2006	Mileage	34,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	42180	OAK HARBOR MOTORS INC				
Dealer Address	75 SE PIONEER WAY					
Dealer City	OAK HARBOR	Dealer State	WA	Dealer Zip	98277	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OAK HARBOR WA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	head lamps flickering
Product - Drivability - Unknown - Stalling - Default	stalling problem

Customer called regarding the head lamp and stalling. Customer stated there is a ongoing problem on the vehicle and it has been to dealership couple of times. Customer stated the head lamp is flickering and there is a stalling on the vehicle. Agent called the dealership spoke to Dwight. Dwight said they will receive the parts today then they will go ahead and get the vehicle fix. Agent informed the customer same and gave the reference# for further assistance

Customer Assistance Inquiry Record (CAIR)#**18602154**

VIN	2C8GP54L1	5R [REDACTED]	Open Date	05/20/2009	Built Date	11/30/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	01/31/2005	Mileage	81,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	66429	GOLDSTEIN CHRY-PLYM-JEEP				
Dealer Address	611-613 LOUDONVILLE RD					
Dealer City	LATHAM	Dealer State	NY	Dealer Zip	12110	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	CLIFTON PARK NY [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer complains that the headlight switch is inoperative.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	Customer complains that the rear sliding passenger door would not open.
Product - Electrical - Body Wiring - Defective - Default	Customer complains that the wiring harness gets short,
Corporate - Recall - Default - Default - Default	Customer inquires of any pending recalls.

Customer complains that the rear sliding passenger door would not open all the way. Customer states that he has conducted a research online and he has found that there is a wiring harness that gets short and it is a known problem. Customer also complains that there is a switch to turn the headlight on and he has to turn it atleast 10 to 20 times to turn the light on. Customer has not been to a dealer yet. Customer inquires if there is any recall for the same.

As per records, agent informed customer that there is no recall.

Customer wanted the agent to document that he is unhappy with the vehicle and his next product would not be Chrysler. Agent informed customer that his dissatisfaction will be documented.

Customer Assistance Inquiry Record (CAIR)# 18602398

VIN	1D4GP45RX 5 [REDACTED]	Open Date	05/20/2009	Built Date	11/08/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	12/31/2004	Mileage	38,207	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	60057	CHRYSLER JEEP DODGE OF COSHOCTON			
Dealer Address	1921 OSTEGO AVENUE				
Dealer City	COSHOCTON	Dealer State	OH	Dealer Zip	43812
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	COSHOCTON OH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	complaining about the head light switch
Referral - Tier Three - Default - Default - Default	seeking goodwill

What is the customer requesting from Chrysler?goodwill
 How far out of warranty is the vehicle/repair by time and/or mileage?2000
 Service contract (Chrysler or 3rd party) that would cover the repair?no
 Original owner? (yes/no) If no, purchased when?yes
 How many Chrysler vehicles has the customer owned including this vehicle?1
 Is there any repair history related to the current concern?yes
 Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes
 Service dealer code?42125
 Service manager name?
 NIC of team leader/floor walker who authorized escalation of caller?KN128
 Customer states that she has a problem with head light switch and she has taken the vehicle to the dealership many times for the same problem and this time she needs assistance,
 Dealer is going to charge her 123.55\$.

 Owner complains about intermittent issues with the headlight switch.
 Owner states she has brought this concern into the dealership's attention repeatedly. First time in June 13th 2006, April 16th, 2007 July 30th 2007, October 2, 2007, May 28th, 2008 and today. Writer called the dealer (60057) and spoke with Jerry-SM. Jerry stated that they diagnosed the vehicle and found a faulty switch. This switch will have to be replaced to correct the concern. Estimated cost for the repair: \$62.22 (\$42.81 parts, \$19.41 labor) Warranty rates. Dealership has never seen this customer in the past. Owner states she is in the military and moves a lot. As a one time goodwill gesture, Chrysler will offer assistance with the replacement of the headlight switch. No co pay is required. Approved by MG1022.
 ##### DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Nahum at 800-992-1997 extension #66080. You may also contact us by email at: T2email@chrysler.com Customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

The dealer asked to advise owner and finalize. A PA was entered in GWA.

REASSIGNED TO BC/DLR 42 60057 05/20/09 16:51 R 18602398

REASSIGNED TO BC/DLR 42 60057 06/02/09 17:30 R 18602398

6/9/09 Appt has been set for 6/15/09.LT.

6/18/09 Headlamp has been replaced and vehicle returned to customer.LT.

Customer Assistance Inquiry Record (CAIR)#	18622155
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VIN	1D4GP25R1 5B [REDACTED]	Open Date	05/28/2009	Built Date	05/10/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	05/11/2004	Mileage	65,845	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE			
Dealer Address	523 WEST MAIN STREET				
Dealer City	AMERICAN FORK	Dealer State	UT	Dealer Zip	84003
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	AMERICAN FORK UT [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	Headlights wont turn on
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Emily (WA) called from the dealership seeking goodwill on behalf of the customer on a multifunction switch. When asked if there is some reason the dealership is not using their DSA she indicated that she was not aware that she could in this case. She indicated that she would consider goodwill using the dealership s DSA.

Customer Assistance Inquiry Record (CAIR)# **18632698**

VIN	1A4GP45R1	6B [REDACTED]	Open Date	06/02/2009	Built Date	09/15/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY		
In Service Dt	03/02/2006	Mileage	67,596	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	60201	SPRING CHRYSLER JEEP DODGE, INC.				
Dealer Address	21027 I H 45					
Dealer City	SPRING	Dealer State	TX	Dealer Zip	77388	
Owner	[REDACTED]			[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]			Home Phone		
	SPENCER IN [REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default | Problem with the head light switch

Customer states there is a problem with the head light switch she took the vehicle to an IRF
 Customer is seeking goodwill assistance
 Agent DENIED assistance because the vehicle is out warranty and customer purchased this vehicle used

Customer Assistance Inquiry Record (CAIR)#						18643590	
VIN	2C4GP64L7	5R	Open Date	06/05/2009	Built Date	02/13/2004	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	11/04/2004	Mileage	76,844	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PEL	INFERNO RED TINTED PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	43724	SAFFORD DODGE JEEP OF SPRINGFIELD					
Dealer Address	6801 COMMERCE ST						
Dealer City	SPRINGFIELD	Dealer State	VA	Dealer Zip	22150		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	ALEXANDRIA VA				Country	UNITED STATES	
Service Contract - Rental - Car Down - Default - Default				3 day rental extension			

****Begin structured narrative RENTALS - SERVICE CONTRACTS
 Is the vehicle still under warranty?
 Does the vehicle have any service contract that covers rental?
 What repairs are currently being completed?
 Why has the vehicle not been repaired and returned to owner?
 What is the estimated date that the repair will be completed?
 Is this a recall repair?
 Is this a pre-authorization or a request for reimbursement?
 Chrysler authorizes rental? Explain why or why not...
 How many days are being authorized and at what dollar amount?
 ****End structured narrative RENTALS - SERVICE CONTRACTS
 bob called 43724, stating that vehicle is off road due to part z1661dv-ag
 head light switch,3 days @ 35.00 per day 105.00. repair is not under
 warranty. case 18643540.

Customer Assistance Inquiry Record (CAIR)# 18672442

VIN	2A4GP54L3	6R	Open Date	06/16/2009	Built Date	11/14/2005
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING		
In Service Dt	12/29/2005	Mileage	68,184	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	44183	BARABOO MOTORS INC				
Dealer Address	640 HWY 12					
Dealer City	BARABOO	Dealer State	WI	Dealer Zip	53913	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	NORTH FREEDOM WI [REDACTED]				Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Defective - Default	AC has gone bad
Product - Electrical - Lamps and Switches - Defective - Default	Headlight is not working
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer called in stating that there are electrical problem and the headlight is not working and the AC has gone bad and seeking assistance from Chrysler.

Agent advised the customer to get the vehicle diagnosed and then give us a call back.

Writer received call from Tim at dealer 44183. Tim inquired about rental offer. Writer advised that no rental assistance has been offered. Writer advised that customer was informed that vehicle must be diagnosed before goodwill can be considered. Tim will call back once vehicle has been diagnosed. Original owner, customer's second Chrysler, expired care convenience contract, warranty out by 6 months/32000 miles, previous A/C repair 6/08, about 20,000 miles ago.

Customer called regarding the same issue and wanted rental. Agent requested to get the vehicle diagnosed. Customer stated that she is taking the vehicle today. Agent made no commitments.

Service Director Tim from dealer 44183 called seeking goodwill information. Tim states customer needs Head Lamp Switch, Multi-Fuel Switch, Right Power Door Wire Track, Air bag light flashing on and off, and Clock Spring. Total repair cost \$450.00. Chrysler agrees to assist in clock spring repair. Clock spring repair \$86.50.

6/17/09 Service Director (SD), Tim from dealer 44183 called regarding above. SD states the new multi-function switch comes with a clockspring. Cost of the repair to replace the multi-function switch/clockspring is \$162.15. Chrysler will assist with the cost of the repair to replace the multi-function switch/clockspring 100%. Updated PA (UN05873840617).

Customer Assistance Inquiry Record (CAIR)#	18675571
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VIN	2D4GP44L0 5R [REDACTED]	Open Date	06/17/2009	Built Date	08/03/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	09/16/2004	Mileage	66,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	60326	DICK MYERS CHRYSLER DODGE JEEP, INC.			
Dealer Address	1711 S MAIN ST				
Dealer City	HARRISONBURG	Dealer State	VA	Dealer Zip	22801
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	HARRISONBURG VA [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states problem not resolved
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	dash board lights flashing

Customer called in and asked for a Supervisor. Call handed over to **PD594**

****Supervisor Call****

Customer said that she purchased this 05 caravan used and also purchased a \$1000 warranty with it. She then said that after a year, she started having problems with it. She then said that all the dashboard lights and the headlights started flashing. She then took it to the dealership and they replaced a electronic module and fixed the problem for a couple of days. She then said that the vehicle worked fine for a couple of days and as of now the vehicle dies on her frequently. She then said that she consulted the dealership again and as of now they informed her that the cannot do anything about it and the repairs would not be covered under the extended warranty.

Writer then called the 60326 dealership and spoke to Courtney, the SA for the vehicle. She informed that they have fixed the vehicle earlier and as of now the customer has brought the vehicle in for the check engine light concern and also for the switch replacement. She then said that they have informed the customer that they will have to perform a diagnosis first and once after the diagnosis is complete they can figure out whether the repairs are going to be covered under the extended warranty or not. Courtney also said that they are going to charge \$80 initially for the diagnosis and if the part is covered under the extended warranty, she will have to pay for the diagnosis.

Writer then informed the same to the customer. Customer disagreed and said that they have diagnosed the vehicle several times but cannot figure out the problem. Customer then said that she will have a work with Courtney and would call us back. Writer provided the reference number.

Customer Assistance Inquiry Record (CAIR)#	18678087
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VIN	2C4GP54L6 5R [REDACTED]	Open Date	06/18/2009	Built Date	11/15/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	04/14/2005	Mileage	44,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	26141	LEN STOLER DODGE CHRYSLER JEEP			
Dealer Address	1001 BALTIMORE BLVD				
Dealer City	WESTMINSTER	Dealer State	MD	Dealer Zip	21157

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	HAMPSTEAD MD [REDACTED]	Country	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default	Customer stated BCM needs replaced.
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer stated dealer is trying to get more money out of her.
Product - Electrical - Lamps and Switches - Other - Default	Customer states headlights come on and off.
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer states rack and pinion needs replaced.
Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Technician	Customer states she is having problems with the vehicle.
Product - Brakes - Pads/Shoes - Worn - Unknown	Customer told by dealer pads/rotors need replaced.

Customer stated vehicle was noisy and the dealer informed her it needed a send cooler which was a recall part, they performed the repair. Customer states she is still having issues (leaking) with this part and took it back and the dealer and the dealer did not pick up on that problem and now the rack and pinion needs replaced. On another instance they reset the computer because the headlights were not always coming on and off. Customer states this was not the problem that needed fixed and they still had problems with the lights. Customer stated dealer informed customer they would be paying labor costs and struck a deal with customer. Customer told the customer she thinks they are doing that to make money. Justin is the contact customer spoke with. Customer is requesting the headlight switch and rack and pinion be replaced and covered by Chrysler. Writer discovered in the previous CAIRs that this customer has called and requested Chrysler to pay for several items in the past. Customer has not been willing in the past to accept any deals offered by Chrysler or the dealer and has also declined to perform a repair(BCM) that was causing a problem that continued and has still not been repaired and could be a reason for the headlight problem today still going on. Customer states the dealer has come up with a deal where customer pays parts and dealer covers labor and she is unwilling to accept that offer either and is demanding Chrysler pay for the entire repair. Customer states the dealer is trying to say she need new pads and rotors to make more money off the deal they offered her. Writer informed customer that I will contact the dealer and call customer back when more information is obtained as writer could hear she was having a hard time with her children in the background and offered to call back. Writer left message for Jeff-SM at dealer 26141 and left instructions on

calling back. Writer will wait for information from SM - Jeff and then contact customer.
Customer called back regarding the same and wanted to speak with RK565.
Agent transferred the call to tier 3.(KN128)
Agent can not add reason code as CAIR is open.
Customer calls requesting to speak with RK565
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66173
Customer calls requesting to speak with.RK565
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66173
SM-Jeff called and left message to return call.
Writer returned SM- Jeff s call and he was out to lunch.
Writer called Jeff again at the dealer and he is gone for the day, will try again tomorrow.
Customer called in regarding the same concern and requested to speak with RK565. Writer transferred the call to RK565 on extension 66173. Approved by RP762.
Customer calls requesting to speak with....Rk565
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66173
Writer spoke with Justin at the dealer 26141 and discovered that the situation as described by customer does not reflect the situation accurately. Justin informed writer that they offered to take care of the parts (\$450) and customer pay labor at \$807, was not good enough for customer as she demanded the entire repair to be paid for. The history with this customer indicates she has been assisted by Chrysler once, she has been assisted by the dealership, she has been offered a deal by dealer 26141 and declined offer, she has declined partial offers from Chrysler in the past as well. She is generally unwilling to accept offers that are not full coverage deals and it is writer s opinion she is not warranted for any further assistance.
**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****approved NIC ME601
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.

Writer called customer to inform her of writers decision, she put husband on the phone and writer explained the situation from the beginning to the husband. While listening to the husband restate the entire story with the same information, the phone disconnected. Writer has already informed the customer of the decision and will close the CAIR.

Customer Assistance Inquiry Record (CAIR)# 18686719

VIN	2D4GP44L3 5R [REDACTED]	Open Date	06/22/2009	Built Date	08/12/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	09/20/2004	Mileage	86,000	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Home Phone
[REDACTED]	ORLANDO FL [REDACTED]	Country
		UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight not working.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Windshield wipers not working.

Customer states that windshield wipers and headlight is inoperative and she wanted to know if there is any recalls for this problems. Agent informed the customer that there is no recalls for this items.

Customer Assistance Inquiry Record (CAIR)# **18695890**

VIN	1C4GP45R5 5B [REDACTED]	Open Date	06/24/2009	Built Date	10/07/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	02/19/2005	Mileage	64,124	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	42125	LUSTINE DODGE JEEP			
Dealer Address	14211 JEFFERSON DAVIS HWY				
Dealer City	WOODBIDGE	Dealer State	VA	Dealer Zip	22191
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WOODBIDGE VA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Complete Failure - Default | good will rental extension request

**** DEALER STATES THIS VEHICLE REQUIRES A HEAD LAMP SWITCH, AND IT IS ORDERED AND SCHEDULED TO ARRIVE ON 07/06/2009. DEALER STATES TODAY IS THE LAST DAY OF THE RENTAL COVERAGE ON THIS CONTRACT. DEALER STATES THEY CAN GET THE PART D2D BY TOMORROW. DEALER IS ASKING FOR TWO DAYS RENTAL EXTENSION IN A CDJ VEHICLE. DEALER IS AWARE THAT CSC WILL NOT PAY FOR D2D SHIPPING OR MARK-UPS. WRITER CONFIRMED ALL OF THIS INFORMATION WITH SPECIFYING, AND DID A WARRANTY GOOD WILL AUTHORIZATION FOR \$70.00, TO COVER TWO DAYS OF RENTAL EXTENSION. CASE 18695815, AUTHORIZATION US05977920624, AND CAIR 18695890. ****

Customer Assistance Inquiry Record (CAIR)# 18713715

VIN	1D4GP45R4 6B [REDACTED]	Open Date	06/30/2009	Built Date	10/20/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT	
In Service Dt	05/30/2006	Mileage	48,900	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	SPRING LAKE NC [REDACTED]			Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Head light switch is defective.
Recall - F10: WINDSHIELD WIPER MOTOR - Advise Owner/Incomplete Recall	Incomplete recall informed.

Customer Mr. [REDACTED], called in to say that there is a recall on the vehicle. Agent confirmed the incomplete recall #F10. Customer wants to know if the recall can be completed in an IRF from where he purchased the vehicle. He said that the nearest CDJ dealership is about 40 miles away from his place. Agent said that if the nearest CDJ dealership is within 100 miles, then the recall has to be done at the same dealership. Customer agreed. Customer has a problem with the head light switch. He wants to know if it is an existing problem. Agent said that he can get the vehicle diagnosed at the dealership. But there is no information available about the component. Customer agreed. Agent did not update owner information because the owner did not get the title of the vehicle yet. Agent disposed the vehicle off for the first owner.

Customer Assistance Inquiry Record (CAIR)# 18716909

VIN	1D4GP24RX	5B [REDACTED]	Open Date	07/01/2009	Built Date	04/01/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	08/30/2005	Mileage	12,202	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41517	VIKING DODGE INC				
Dealer Address	680 W TERRA COTTA AVENUE					
Dealer City	CRYSTAL LAKE	Dealer State	IL	Dealer Zip	60039	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ALGONQUIN IL [REDACTED]			Country	UNITED STATES	

Dealer - Service/Body Shop - Personnel - Other - Unknown	Customer states that she was charged for work that was not done
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Customer states that her headlights were not working and that she took her vehicle to Viking Dodge to get them fixed, along with a rear speaker, however they did not have a part needed for the headlights and charged her for ordering the part. Customer states that she was charged for parts and labor for a total of \$120.00. Customer wishes to be reimbursed for the charges due to her not getting the work done. Writer informed the customer that this issue is between the dealership and her and that she would have to seek other avenues to get this resolved.

Customer Assistance Inquiry Record (CAIR)# 18738834

VIN	2D4GP44L8	5R [REDACTED]	Open Date	07/09/2009	Built Date	04/19/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	05/01/2004	Mileage	73,342	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	26769	HALL CHRYSLER JEEP					
Dealer Address	3152 VIRGINIA BEACH BLVD						
Dealer City	VIRGINIA BEACH			Dealer State	VA	Dealer Zip	23452
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone		
	NEW LONDON CT [REDACTED]				Country	UNITED STATES	

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Head light switch isn't working properly.
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Customer s roommate called in stating that the head light switch isn t working properly as it s turning off the head lights upon pressing it. Customer says that he has to turn it on and then slowly turn it off to switch off the headlights. Customer wanted Chrysler to be notified of the issue.

Agent informed the customer that we ve never come across such a case and do not have any information as this being an ongoing issues with these vehicles, to which he says that he knows many customer having the same problem & he ll let them call us. Agent informed the customer that if in case we come across such issues, then we ll issue a recall on it. Agent further informed the customer that his issue has been documented, and provided the case# for future reference.

Customer has purchased this vehicle from the owner, however didn t want to get the ownership updated as he wasn t sure if he would buy this vehicle.

Customer Assistance Inquiry Record (CAIR)# **18759129**

VIN	2C4GP54L1	5R	Open Date	07/16/2009	Built Date	09/17/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	06/29/2005	Mileage	57,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	68790	HAROLD ZEIGLER DODGE JEEP				
Dealer Address	1186 EAST M-89					
Dealer City	PLAINWELL	Dealer State	MI	Dealer Zip	49080	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	PORTAGE MI	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer alleges that the headlights switch on & off.
Product - Steering - Power Steering Pump / Bkts - Defective - Default	Customer alleges that the power steering rack is leaking .
Product - Brakes - Unknown - Defective - Unknown	Customer experiencing problems with the brakes .
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer experiencing problems with the tie rods.

Customer alleges that there are many problems with the vehicle , the head lights switch on & off ,there are problems with the power steering rack that is leaking & there are problems with the tie rods. Agent informed the customer to drive the vehicle to dealership so that we could involve the STAR team as well as the business centre , customer agreed.
 *****ATTENTION SERVICE MANAGER*****
 Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

 PREVIOUS AGENT ZN 85 AN242 NEVER SENT CAIR TO A DEALER ; STILL SITTING IN AN242 IN BASKET.

Mike, service manager from dealer 68790 calls wanting to know whats going on as owner brought in CAIR number.
 I advised him of above; ZN 85 agent failed to complete task.
 Mike is DSA dealer and says he will replace rack and pinion and sliding door harness with the owner paying \$100. deductible. They could not duplicate the headlite issue. I advised him I would update the CAIR and also provided my name and direct number.
 Agent called up the dealership 68790 who stated that they are no more a Chrysler authorised dealership .
 Agent could not send a D2D as the dealership whom the customer is working along with is no more a Chrysler authorised dealership.
 CAIR closed as this concern has been handled by TGK.

Customer Assistance Inquiry Record (CAIR)#						18774594
VIN	1D4GP24R6 5 [REDACTED]	Open Date	07/22/2009	Built Date	12/11/2004	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	12/15/2004	Mileage	80,000	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66662	TOM AHL CHRYSLER DODGE, INC				
Dealer Address	617 KING AVENUE					
Dealer City	LIMA	Dealer State	OH	Dealer Zip	45805	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	WAPAKONETA OH [REDACTED]	Country	UNITED STATES			

Product - Electrical - Lamps and Switches - Defective - Default	Complaining about head lights.
Product - Brakes - Unknown - Defective - Unknown	Complaining that brakes lock up.
Corporate - Recall - Default - Default - Default	Seeking information about recall.

Customer states there is some problem with head lights and brakes of her vehicle. Customer states the brakes of her vehicle get locked up and she has to put her vehicle back and out of gear to get the brakes unlocked. Customer states she took her vehicle to 66662 dealership to get the repairs done. Customer wanted to know whether there is any pending recall on this vehicle. Agent informed the customer there is no pending recall on her vehicle. Agent asked the customer to get the repairs done at any dealership. Customer also wanted to Chrysler to assist her with the repairs. Agent denied assisting the customer as vehicle is way out of warranty and she has only one vehicle and that too second owner.

Customer Assistance Inquiry Record (CAIR)# **18779347**

VIN	1D4GP24R3 5B [REDACTED]	Open Date	07/23/2009	Built Date	07/01/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/12/2004	Mileage	53,000	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44463	FALLS CHRYSLER JEEP DODGE			
Dealer Address	4100 STATE RD				
Dealer City	CUYAHOGA FALLS	Dealer State	OH	Dealer Zip	44223
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	AKRON OH [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Unknown - Improper Shift - Default	Customer experiencig problem with the transmission
Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the lights
Product - Electrical - Power Door Lock / Deck Lid - Defective - Unknown	Customer experiencing problem with the locks

***** EMAIL BRIEF DESCRIPTION CONTENT *****

electrical problems not fixed
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used?Used
 If Used, date purchased?07/11/05
 If used, mileage at time of purchase?53000
 If used, where was the vehicle purchased?N/A
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now?N/A
 ***** BEGIN CUSTOMER EMAIL *****

i took my vehicle in for service 10/23/08 (Fred Martin motor co. Barberton ohio) one of the problems i was having was all my interior lights, radio, etc pulsate when i get in the vehicle and also at night my headlights would even pulsate. the garage charged me a fee but couldn t tell me why other than you might have a bad battery. i swapped it out with a new battery and it still did it.so i put old battery back in. since then i have videoed the lights flickering. my question is this i have had to have my power door locks, my rear wing window, my driver door window fixed and now my passenger door window won t work. i think this is all related to the flikering lights. i believe i am having an electrical short problem. i have your extended warranty and i am sick and tired of these 100.00 deductible on all these electrical problems. i just hope this van doesn t catch on fire in my garage and burn our home down and kill us. at that same time i also told fred martin that my transmmision was slipping while coming home from tennessee and also while slowing down to a red light. it would start jumping forward while stopped with the brake applied. fred martin motor co. said unless it did it for them they couldn t tell what was wrong.i will not go back to fred martin dodge.

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret your dissatisfaction with the service you received and the inconvenience you have experienced with the product.

We appreciate the time and effort you took to bring this matter to our attention.

We realize our reputation depends in part on the quality of service provided by our dealers. In response to your email, we would like to inform you that, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

We look forward to speaking with you.

Thanks again for your email.

***** END EMAIL RESPONSE *****

Customer wanted to speak to an american. Transferred to Tier 2.5 for further assistance.

Spoke with customer and came to the agreement that she would take her vehicle to new dealer from now on.

Customer Assistance Inquiry Record (CAIR)# **18780106**

VIN	2C4GP54LX	5R [REDACTED]	Open Date	07/23/2009	Built Date	09/09/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	10/30/2004	Mileage	38,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45021	GEORGETOWN CHRYSLER JEEP DODGE				
Dealer Address	300 WESTPORT AVE					
Dealer City	NORWALK	Dealer State	CT	Dealer Zip	06851	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	NORWALK CT [REDACTED]			Country	UNITED STATES	

Product - Brakes - Pads/Shoes - Broken/Cracked - Front	All the four brake pads needs to be replaced.
Product - Brakes - Drum Brake Assembly - Defective - Front	All the four rotors needs to be replaced.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer is seeking goodwill assistance.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the head light switch needs to be replaced.
Product - Air Conditioning / Heater - Evaporator - Defective - Default	Evaporator needs to be replaced.
Product - Emissions - EGR System - Defective - Default	The EGR valve needs to be replaced.
Product - Emissions - Oxygen Feedback Sensor - Defective - Default	The oxygen sensor needs to be replaced.
Product - Brakes - Drum Brake Assembly - Defective - Rear	
Product - Brakes - Pads/Shoes - Broken/Cracked - Rear	

****Begin structured narrative T2 - Referral to SLC
 Contact requires transfer to T2.5
 Yes.
 Transfer approved per
 JK585
 ****End structured narrative T2 - Referral to SLC
 Customer called in stating that the evaporator has gone out, the EGR valve and the oxygen sensor needs to be replaced. Customer further states that the head light switch and all the four brake pads and rotors needs to be replaced. Customer states that the dealership quoted him approximately between \$2200-\$2500. Customer is seeking goodwill assistance. Writer empathized with the customer and transferred the call to T2.5 for further assistance.
 What is the customer requesting from Chrysler? Goodwill assistance.
 How far out of warranty is the vehicle/repair by time and/or mileage? Out of warranty by miles.
 Service contract (Chrysler or 3rd party) that would cover the repair? No.
 Original owner? (yes/no) If no, purchased when? New
 How many Chrysler vehicles has the customer owned including this vehicle?
 1
 Is there any repair history related to the current concern? No.
 Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?
 Yes.
 Service dealer code? 45021

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?
JK585

Customer called in seeking assistance with the repair of her vehicle.
Writer contact dealer and spoke with Keith. Keith had the regular customer price for parts and labor. Writer informed Keith that warranty rate was needed if customer is seeking assistance with Chrysler.

--
Customer called as per above, requesting to speak with the senior staff.
Transferred the call to Tier 2.5 for further assistance. Approved by SG580..

--
Customer called back again and stated that she was put on hold and then disconnected. Transferred the call to Tier 2.5.

Customer stated she is looking for help with the repairs listed above.
She said the dealership is waiting for Chrysler to call.

Writer called the dealership and spoke with Chris the Senior Service Advisor, the Service Manager had left for the day. Writer was able to confirm the repairs but the notes show to speak with Dave the Service Manager personally.

Writer informed the customer of this and said a call back Monday morning would be tried.

--
I spoke to service manager Dave. We will offer the owner \$100. deductible towards the EVAP REPAIR ONLY. The rest of the repairs are CUSTOMER PAY. This owner has already been give goodwill on at least two other occasions.

Addendum to the above paragraph

Customer called again to insist that she is deserving of a greater reduction in service costs due to her loyalty to Chrysler. Writer called and spoke with Dave at dealership 45021. The customer is already receiving a savings of \$800 or more and has already recieved goodwill assistance in the past. Writer emphasized to customer that she is recieving considerable out of warranty assistance with this repair, however customer still insists that she is entitle to more. Writer informed customer that this is Chrysler s final decision, and recommended that she speak with SM Dave at Georgetown Chrysler Jeep for any further questions.

***** GOODWILL ASSISTANCE HAS BEEN DECLINED *****

Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.

Customer called back with the same concern, agent informed as per the previous documentation.

**** ES738 ?Internal escalation? ****

Customer looking for assistance with evaporator repair.

Writer concur the earlier decision.

Customer was not happy and said she will never buy another Chrysler.
SM Dave called back regarding above narrative. SM states total cost for evap. repair including parts and labor at warranty rates \$ 535.67.
Customer responsible for \$100 co-pay. Chrysler pays \$435.67

Customer Assistance Inquiry Record (CAIR)# 18785734

VIN	2D4GP44L1	6R	Open Date	07/27/2009	Built Date	02/10/2006
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT		
In Service Dt	02/20/2006	Mileage	320,500	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	
	NICHOLASVILLE KY [REDACTED]				Country	UNITED STATES

Product - Electrical - Power Sliding Door - Other - Driver Side	customer seeks assistance regarding sliding door wire
Product - Electrical - Lamps and Switches - Defective - Default	seeks assistance regarding dashboard light and headlights

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 electrical problems
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used?Used
 If Used, date purchased?04/16/07
 If used, mileage at time of purchase?320500
 If used, where was the vehicle purchased?NA
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now?NA
 ***** BEGIN CUSTOMER EMAIL *****
 lilights on dash map light looks to be burnt. sliding doors will not open
 looks like wire is cut.Lights blink at night and has always done this has
 since we b ought this van.
 ***** BEGIN EMAIL RESPONSE *****
 Dear [REDACTED]
 Thank you for contacting the Chrysler Customer Assistance Center
 regarding your 2006 Dodge Grand Caravan.
 In response to your email, we regret to inform you that given the many
 variables involved, we are unable to diagnose your vehicle s problem via
 email. You may contact your local dealership for further assistance.
 There are too many variables involved and a detailed inspection of your
 vehicle will be required for proper diagnosis. Their service personnel
 have the factory training, equipment, and information available to
 diagnose and correct concerns with our vehicles.
 You can locate a dealer on the 'Find a Dealer' area in the Dodge
 (http://www.dodge.com) website.
 If you have any questions or need assistance, please feel free to contact
 us.
 Thanks again for your email.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#						18801650
VIN	1D4GP24RX 6B [REDACTED]	Open Date	07/30/2009	Built Date	04/18/2006	
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE		
In Service Dt	04/19/2006	Mileage	50,896	Dealer Zone	42 DETROIT	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	66079	MCINERNEY'S WOODHAVEN CHRY-JEEP	INC			
Dealer Address	23940 ALLEN ROAD					
Dealer City	WOODHAVEN	Dealer State	MI	Dealer Zip	48183	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	ECORSE MI [REDACTED]	Country	UNITED STATES			

Product - Electrical - Lamps and Switches - Defective - Default	Complaining about head light.
Corporate - Recall - Default - Default - Default	Seeking information about recall.

Customer called to find whether there is any recall on her vehicle or not. Customer states there is some problem with head light of the vehicle. Customer states she took her vehicle to 66079 dealership regarding this problem but the dealership is not able to duplicate the problem. Customer wants Chrysler to assist her with the repairs. Agent informed the customer there is no pending recall on her vehicle. Agent called the dealership and had a word with Jason (SA). He informed the dealership is not able to duplicate the problem however it could be some thing related to an after market remote starter. Agent informed the customer the problem could be caused due to an after market remote starter of the vehicle. Customer states she would contact another dealership. Agent informed the customer if she wants she can take her vehicle to another dealership.

Customer Assistance Inquiry Record (CAIR)# 18852462

VIN	2D4GP44LX	5R [REDACTED]	Open Date	08/17/2009	Built Date	02/19/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	02/26/2005	Mileage	51,541	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44530	DIEHL CHRYSLER JEEP DODGE				
Dealer Address	258 PITTSBURGH RD					
Dealer City	BUTLER	Dealer State	PA	Dealer Zip	16002	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	CABOT PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Requesting assistance on an intermittent headlight repair
Corporate - Complaint Contact - Default - Default - Default	Requesting assistance on lights problem

Caller requesting repair on headlight, dash lights and tail light repair for an intermittent problem. The caller states that they can be driving down a dark road and the light will shut off. They get the light back on by wiggling around and playing with the light switch.

Explained to the customer that Chrysler does not consider repair without a diagnosis, Caller stated he has an appointment with Diehl Chrysler, 44530 on Monday 8/21/09. Customer will call back after the diagnosis on Monday to see about goodwill.

Customer has owned 2 Chrysler produce, and only has one now. The vehicle is out of warranty by time but only is 7000 by mileage.

Customer stated that he wants to speak to PR628. Writer informed customer that she might be on another call. Writer informed customer that agent can transfer customer to her voice mail and she will call him back as soon as possible. Customer stated that he needs an answer today and requested agent to call the dealership.

Writer called the dealership and spoke to SM. SM Bob stated that the vehicle is still in diagnosis mode. Bob put agent on hold to verify. Bob stated that the vehicle needs a multi function switch. Bob stated that the customer has only been in three times. Bob stated that the cause is an internal failure. Bob stated that there are no signs of abuse or neglect. Bob stated that this was not caused by the customer but caused by a defective part. Bob stated that the warranty price is \$233.00.

As a one-time goodwill gesture, Chrysler will participate in the repair of the multi function switch.

Customer will be responsible for a co-pay in the amount of \$100.00. This goodwill is being offered because customer satisfaction

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact [REDACTED]

5

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

Writer informed customer that a decision has been made. Suggested that customer contact the dealership and speak to Derryl about the decision.

REASSIGNED TO BC/DLR 35 44530 08/24/09 12:04 R 18852462

Customer states that his vehicle was under warranty when the vehicle was brought to the dealership for the same issue, but the issues was not resolved. Customer states that he understands his vehicle is out of warranty, but is refusing to pay the copay on the vehicle given the warranty repair history. Customer states on his previous visits the dealership was unable to duplicate the issue. Customer states he has been in contact with his attorney regarding this issue and is only waiting to hear back from his attorney. The customer is refusing to cover a copay. Writer called and consulted with SA Darrell who did indicate that the customer has had the vehicle at the dealership with the same issue while the vehicle was under warranty. Writer requested the total warranty cost of all parts and labor for repairs on the vehicle, Darrell stated \$104.00, which is considerably different from the figure quoted above. Writer called Darrell again to verify warranty parts and labor cost was accurate. Writer has adjusted pre-auth, Chrysler will cover the cost of parts and labor for this repair as per the customer s repair history. Previous costs estimates were quoted to the customer at retail, not warranty. Customer has been informed Chrysler will cover the cost of these repairs per warranty coverage.

*Contact Date:08/28/2009

Service Director at the dealership has closed the Cair# 18852462

DCX goodwill repair is documented on Repair Order#110095

CAIR RETURNED FROM DEALER ON 8/28/2009 AT 07:56:282 R 18852462

Customer Assistance Inquiry Record (CAIR)# 18901351

VIN	2C4GP44R1	5R [REDACTED]	Open Date	09/02/2009	Built Date	03/23/2005	
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	03/23/2005	Mileage	69,000	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	26761	SAN FRANCISCO CHRYSLER JEEP					
Dealer Address	475 S VAN NESS AVE						
Dealer City	SAN FRANCISCO			Dealer State	CA	Dealer Zip	94103
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone		
	SAN FRANCISCO CA [REDACTED]				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight and Turn light goes On & Off.
Corporate - Recall - Default - Default - Default	recall inquiry.

Customer is inquiring about recalls on the vehicle. She states that the Head lights and Turn lights goes On and Off. Its an intermittent problem. Writer confirmed no pending recalls on the vehicle and advised her to visit a CDJ dealership for proper diagnosis. She agreed. NO COMMITMENTS MADE.

Customer Assistance Inquiry Record (CAIR)# 18902255

VIN	1A4GJ45R7	7B [REDACTED]	Open Date	09/03/2009	Built Date	12/19/2006
Model Year	2007	Body	RSYH52	CHRYSLER TOWN & COUNTRY SWB WAGON		
In Service Dt	01/08/2007	Mileage	28,535	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	68264	FEENY CHRYSLER JEEP INC				
Dealer Address	1010 EAST CHICAGO STREET					
Dealer City	ELGIN	Dealer State	IL	Dealer Zip	60120	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	
	GENEVA IL [REDACTED]				Country	UNITED STATES

Dealer - Unknown - Unknown - Satisfactory - Default	Appreciates the dealership (68264) for the help extended.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Complains about front panel lights flashing & gauge needles swinging.
Product - Electrical - Unknown - Defective - Default	Complains about repeated problem with the front control module.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Concerned as the dealership (68264) unable to resolve the concerns.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Ongoing Technical Problem with 2007 Town & Country (SWB)

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? Used

If Used, date purchased? 06/18/08

If used, mileage at time of purchase? 10006

If used, where was the vehicle purchased? N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A

***** BEGIN CUSTOMER EMAIL *****

2007 Town & Country (SWB) VIN 1A4GJ45R77B [REDACTED] Technicians at Feeny Chrysler have done a good job for three days trying to find a repeating problem in my 2007 Town & Country (SWB). At mileage 27249 the front control module had to be replaced. All the front panel lights flashed and the gauge needles swung from right to left before returning to normal. This happened 10 times before the front control module was replaced on 08/04/2009. On 08/28/2009 the same event happened--all front lights flashed while the car was moving about 20MPH and the gauge needles swung from right to left four times. Turning the off-on-switch three times revealed 'done' in the mileage window. Technicians have not been able to repeat the fault and there is no current technical circular about this problem. Feeny Chrysler technicians are doing their jobs well. At the same time the problem has not been identified or corrected. I want to alert Chrysler about this ongoing problem and my current mileage so that there will be no question regarding warranty coverage in the future. If you do have information that will help the technicians find and correct this fault, please send it to Feeny Chrysler in Elgin, IL.

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Chrysler Town & Country.

We have reviewed your email requesting for assistance concerning the

persistent problem with the front control module of your vehicle. We appreciate your consideration regarding the services rendered by the dealership Feeny Chrysler Jeep Dodge Inc., IL for resolving the concern with your vehicle.

We regret to inform you that we are unable to diagnose the problem with your vehicle via email. However, we suggest that you request your local authorized dealership to consult the Regional Business Center if they are unable to resolve the concern with the flashing front panel lights and the swinging gauge needles of your Chrysler Town & Country.

If the concerns with the vehicle are not resolved even after seeking assistance from the Business Center, you may contact our Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday to speak to one of our Customer Service Representatives. Please keep the Reference # 18902255 handy before calling us.

We regret to have not been of assistance to you. If we can be of any assistance to you in the future for some other concern, please let us know.

Thanks again for your email.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 18985847

VIN	2D4GP24R8	5R	Open Date	10/05/2009	Built Date	09/27/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	09/30/2004	Mileage	79,816	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	OLYMPIA WA	Country	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer has been suggested to call.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer is complaining about the dashboard lights.
Product - Electrical - Lamps and Switches - Defective - Default	Customer is complaining about the headlights.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Customer is complaining about the radio.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the problem is not resolved.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Problems with 2005 Dodge Grand Caravan
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 06/09/07
 If used, mileage at time of purchase? 47483
 If used, where was the vehicle purchased? Dwayne Lane s Dodge
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now? na

***** BEGIN CUSTOMER EMAIL *****

I have taken my 2005 Dodge Grand Caravan to the dealership for repair about 5-6 times. The dash and headlights flicker, the needles jump around, the radio cuts out. The dealership can t seem to find the problem and it is very frustrating. I have an extended warranty that should cover the repair, but nothing that has been done so far has fixed it. They did an update first, and more recently I believe they changed the cluster among other things. Have you had drivers with similar problems? Is the cause known? Can you tell me the fix for this? I can t keep leaving my vehicle and getting it back unfixed. I still am making payments and it is ridiculous that I can t drive safely at night (the headlights have flickered off on a dark road) and can t even listen to the radio. Any help would be appreciated.

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.
 We appreciate the time and effort you took to write to us and apologize for the inconvenience caused.
 In response to your email regarding the concerns with the radio and the lights of your vehicle, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M., Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly. When calling the Customer Assistance Center, please have the following information handy: (data inserted)
 We have trained Customer Service Representatives available to address the questions and concerns you may have.
 Thanks again for your email. We value you and your business.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#						19011747
VIN	2C4GP64L9	5R	Open Date	10/14/2009	Built Date	03/18/2005
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	06/04/2005	Mileage	50,900	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66894	WARNOCK DODGE CHRYSLER JEEP				
Dealer Address	175 ROUTE 10					
Dealer City	EAST HANOVER	Dealer State	NJ	Dealer Zip	07936	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	WHIPPANY NJ			Country	UNITED STATES	

Product - Emissions - EGR System - Failed Test - Default	The EGR fail
Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

Customer called in and states that he bought this vehicle 6 month ago and is having too many problems with the interior and exterior lights that are pulsing or flicker. Customer states he has been taken the vehicle to the dealer and they are replacing some parts but the vehicle continue with the same problem, customer states that the vehicle is now at the dealer and he was tell that they have nothing else to do with the vehicle and that Chrysler is aware of the issue but there is not a resolution and he wanted to know what his options are to get the vehicle fixed. Writer contacted the dealer and was talking to Mike SA and he states that the customer just drop the vehicle in and they have not the diagnostic yet. Writer left SA enough information to contact us with the diagnostic. Writer told customer the same and agent will contact him as soon as the diagnostic is done.

Customer called stating the Chrysler knows about problem and there is no solution however the current diagnosis hasn t been done yet writer found that current diagnosis shows EGR Valve &gasket.

The service advisor states he has never hears of flashing lights and will address the problem as soon as possible.

Writer called the dealer and was talking to Mike and he states that the EGR valve was failing and they replaced. Mike also states that the customer already picked up the vehicle.

Customer called in requesting to know his option regarding the unresolved problem of pulsating all the interior and headlights. He claimed that dealership informed him that they cannot be able to address the problem as they have done all they could to replace battery and alternator but the problem keep on annoy him when driving during the night. He stated that he can not continue living with a situation like this as it is frustrating especially when he was informed that nothing can be done about it. He stated that he needed some kind of compensation over the problem as the case would cause him loss when sells car.

Customer was advised that due to the nature of their contact a call back is

required and will take place within one business day

Preferred call back number is

Who has possession of the vehicle? Vehicle is with customer
Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 3:10 pm.

Customer is calling back because he got a message.

Customer calls requesting to speak with....

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66092

***** SENIOR RESOLUTION TEAM *****

Writer spoke with customer about problem with his exterior and headlights. He says his lights dim at night when he drives. Customer asking for compensation. Stated to customer there is no compensation. Stated I would need to contact dealership for information.

Agent attempted to contact dealer Service Manager John, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66092.

***** SENIOR RESOLUTION TEAM *****

Writer contacted dealer 66894, Service Advisor, Curtis, states the customer has an after market service that does not cover emissions components. The Certified Pre-Owned Vehicle Service Contract only covers the powertrain. The customer declined the EGR valve and gasket repair. Customer has been contacted. He states his major concern is the pulsating the lights. He states it was one his first complaints when he purchased the vehicle. The vehicle had a 30 or 60 day warranty. He claims the Service Advisor advised him the Chrysler is aware of the concern, however there is no resolution for the concern. The concern still exists and he is expecting Chrysler to resolve the concern.

Writer advised the customer that based on the information found in STAR Case Id, 9929654. 'a small amount of flicker is considered normal and he may try a new battery to see if this helps. T3842J0 02/05/2009 3:28:22 PM '. Customer states they did change out the battery however the concern still exists. He stated that based on the information, he would like the dealership to get another 2005 Town and Country and check to see if it is normal. Customer also questions what if the concern is not present in another 2005 model Town and Country.

Writer advised the customer the vehicle is out of warranty, he would have to authorize the dealership to diagnosis the vehicle and he may be responsible for the diagnosis fees. He states he presented the concern to the dealership during the warranty period, and would like to know if Chrysler is going to stand behind the product. It was advised the 30 or 60 day warranty is a dealer warranty for a used vehicle. He would need to discuss the concerns with the dealership. It was also advised the dealership is an independently owned business franchise, the dispute will have to be resolved with the dealership.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer understands the information he has received and advised he will contact the dealership.

Customer Assistance Inquiry Record (CAIR)# **19016262**

VIN	2A4GP64L8	7R [REDACTED]	Open Date	10/15/2009	Built Date	09/07/2006
Model Year	2007	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD LWB WAGON		
In Service Dt	11/20/2006	Mileage	40,600	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	68274	BOWMAN CHRY-DODGE-JEEP				
Dealer Address	2795 N STATE HWY 7					
Dealer City	NORTH VERNON			Dealer State	IN	Dealer Zip 47265
Owner	[REDACTED]					Contact Type TELEPHONE
Address	[REDACTED]					Home Phone
	SCIPIO IN [REDACTED]					Country UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights randomly go out
Corporate - Complaint Contact - Default - Default - Default	
Product - Air Conditioning / Heater - Auto Temp Control System - Inadequate Cooling - Default	
Product - Air Conditioning / Heater - Auto Temp Control System - Inadequate Heating - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer s heater and A/C is not working correctly. And also the headlights go out.
 What are the customer s expectations?
 Would like to file a complaint.
 ****End structured narrative T2 - Beginning Narrative
 Customer also wants to local another dealer for future service.
 Writer called dealer 26796 and spoke with Mike the service manager to inform him of customer concerns and request to bring vehicle to his dealership. Mike agreed. Writer provided the customer with name, address and telephone number for a nearby dealer 26796.

Customer Assistance Inquiry Record (CAIR)# **19030433**

VIN	2C4GP54L7 5 [REDACTED]	Open Date	10/21/2009	Built Date	07/30/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	11/20/2004	Mileage	54,916	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68277	CHRYSLER OF PARAMUS, INC.			
Dealer Address	234 ROUTE 4 EAST				
Dealer City	PARAMUS	Dealer State	NJ	Dealer Zip	07652

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	LITTLE FERRY NJ [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights flicker intermittent.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Radio not working.
Product - Electrical - Lamps and Switches - Other - Default	airbag light came on 3 different times and goes off.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated airbag light came on, customer thinks there is a recall on airbag, radio not working, headlights flicker, intermittent on headlights.
 What are the customer s expectations?
 Customer wants some assistance.
 ****End structured narrative T2 - Beginning Narrative
 Customer stated airbag light came on, customer thinks there is a recall on airbag, radio not working, headlights flicker, intermittent on headlights. Customer wants some assistance.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day contact is Ralph at dealer, callback before end thursday 10-22-09
 Preferred call back number is cell [REDACTED].
 Who has possession of the vehicle? customer and at home.
 Reassigned to 88F
 Caller s name was Malcolm Gilchrist.
 *****Senior Resolutions *****
 Writer reviewed notes and contacted dealership 68277 and spoke ASM Ralph who stated that the vehicle has had a diagnostic and to repair the vehicle it would need a radio, headlight switch, airbag sensor. Ralph listed warranty pricing as labor \$254.10 parts \$546.60 totaling \$807.00. Writer advised that I would PA all but a \$100.00 co pay and ASM Ralph agreed that was fair.
 UN09329711021
 As a one-time goodwill gesture, Chrysler will cover the cost of a radio, sensor, and headlight switch.
 Customer will be responsible for a co-pay in the amount of \$100.00. This goodwill is being offered because customer is loyal.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Emily at 800-992-1997 extension # 66016

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 32 68277 10/21/09 18:00 O 19030433

*Contact Date:10/22/2009

Service Manager at the dealership has closed the Cair# 19030433

DCX goodwill repair is documented on Repair Order#16209

CAIR RETURNED FROM DEALER ON 10/22/2009 AT 03:20:850 R 19030433

Writer contacted the customer who stated that he is happy with decision and does not want any further calls back.

Rose called from CHRYSLER OF PARAMUS, INC stating that a Claim is not going through. Rose states that authorization is not found.

Writer is reassigning to 88F to redo the authorization and call the dealership to confirm how much everything is.

Rose 201-845-0701 1034 extension is expecting a call from Chrysler with new PA information.

PA UN09940341110

Agent contacted Rose at dealer 68277 who stated that they just needed the PA.

Rose who is the warranty administrator wanted to separate PA s for the different components being fixed.

REASSIGNED TO BC/DLR 32 68277 11/10/09 12:08 R 19030433

REASSIGNED TO BC/DLR 32 68277 11/19/09 15:27 R 19030433



Customer Assistance Inquiry Record (CAIR)# 19031407

VIN	2A8GP54L3	6R	Open Date	10/21/2009	Built Date	04/12/2006
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING		
In Service Dt	10/31/2006	Mileage	26,729	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	42819	5 CORNERS DODGE CHRYSLER JEEP				
Dealer Address	1292 WASHINGTON AVENUE			HIGHWAY 60		
Dealer City	CEDARBURG	Dealer State	WI	Dealer Zip	53012	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CAMPBELLSPORT WI [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights continue to go dim and back to bright
Product - Electrical - Speedo/Gauges/Ometer/EIC - Complete Failure - Default	trip switch is not functioning
Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Wipers / Washers - Complete Failure - Front	

Customer called stating his vehicle is having Multiple problems including lights going from bright to dim all on there own, door locks not working properly, wipers on front not working, lights on front continue to blink on and off all on there own.

Writer did verify dealer and phone number as current and up to date. Customer was advised that due to the nature of their contact a call back is

required and will take place within one business day Preferred call back number is [REDACTED]

Who has possession of the vehicle?owner Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 3:00 pm MT at [REDACTED] Customer stated that the vehicle has been in the dealership several times and they did not have the knowledge to go into that and Chrysler was supposed to assist the dealership with finding an answer about the computer. Customer stated he was at the dealership 2 weeks ago because they needed further knowledge they could not repair the vehicle. Writer called the dealership and spoke with SA, Rick who stated that they have not received any response from STAR about this issue. Writer has confirmed this. Rick stated he cannot duplicate the issue and feels its impossible to find out what s wrong with the vehicle. Writer informed customer of these issues. Writer explained that he should call the dealership and speak with Rick for further direction.

DIRECT-TO-DEALER ##### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the vehicle is not duplicating the issue. Agent called dealer and spoke to Rick, informed that CAIR was being sent. Please update this CAIR with resolution.

REASSIGNED TO BC/DLR 51 42819 10/22/09 17:09 O 19031407 11/2/09 Writer contacted SM Randy for update. Vehicle is scheduled for ret urn visit 11/3/09. SM to contact writer with update after visit. CCS

*Contact Date:11/09/2009

Service Manager at the dealership has updated the Cair# 19031407

An appointment has been set with the customer.

11/09/09 Writer contacted SM Randy for update. Per SM vehicle is now at the dealership and is being road tested. At this time the concern has not been duplicated. CCS

*Contact Date:11/11/2009

Service Manager at the dealership has updated the Cair# 19031407

An appointment has been set with the customer.

*Contact Date:11/13/2009

Service Manager at the dealership has closed the Cair# 19031407

Warranty repair has been documented on Repair Order#268329

CAIR RETURNED FROM DEALER ON 11/13/2009 AT 12:05:470 R 19031407

Customer Assistance Inquiry Record (CAIR)# 19136114

VIN	2C4GP54L3 5R [REDACTED]	Open Date	12/03/2009	Built Date	03/02/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	04/16/2005	Mileage	122,000	Dealer Zone	63 DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	67754	MCLARTY CHRYSLER-DODGE			
Dealer Address	3222 SUMMERHILL ROAD				
Dealer City	TEXARKANA	Dealer State	TX	Dealer Zip	75503

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	ROSSTON AR [REDACTED]	Country	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 The headlight fail while driving for the second time but she is worried about driving at night as she almost wound up id ditch.
 What are the customer s expectations?
 Customer is out of warranty but this seems to happen even after enitial repair.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED]
 Who has possession of the vehicle?Owner has vehicle
 Has the vehicle been diagnosed by a CDJ dealer?
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 2:49 PM.
 Customer was provided with agent s extension: 66144.
 *** GOODWILL ASSISTANCE HAS BEEN DECLINED ***
 Informed customer that Chrysler will not participate in the repair.
 The vehicle warranty has expired by time and/or mileage.
 Unless the customer offers new information, decision remains unchanged.

 Writer informed customer that the vehicle was too far outside of warranty to merit some assistance. Customer was very upset and stated that she was never going to purchase another Chrysler again.
 CLOSED LOOP UPDATE customer was contacted today at 2:54 PM.
 Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# **19149374**

VIN	2C4GP44R2	5R [REDACTED]	Open Date	12/08/2009	Built Date	03/25/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	05/20/2004	Mileage	65,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	37000	ARMORY GARAGE INC				
Dealer Address	926 CENTRAL AVENUE					
Dealer City	ALBANY	Dealer State	NY	Dealer Zip	12205	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GLENMONT NY [REDACTED]			Country	UNITED STATES	

Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states that headlights flickered on and off three times.
 Customer states that it happened again and vehicle was taken into the dealership. Dealer couldn't duplicate problem. Customer stated that vehicle did it again and then stopped. Customer stated that lights went off again a few days later. Customer held the bright lights button on and then vehicle lights stayed on. Customer stated that he took vehicle back again today and dealer stated that they still couldn't duplicate problem.
 What are the customer's expectations?
 Customer is worried about the safety of his vehicle because the lights will go off intermittently.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED].
 Who has possession of the vehicle? Customer has vehicle
 Has the vehicle been diagnosed by a CDJ dealer? dealership unable to.
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 11:56am.
 Customer was provided with agent's extension: 66173. Writer will follow up tomorrow with customer and dealership.
 Mark- SM informed writer the headlights go out and the high beams will work when holding in position, one time the concern could not be duplicated on November 4th, suggested replacing headlamp switch and customer declined that repair. Dealership has never duplicated the concern, but now thinks it is not the headlamp switch, but has an idea what may be causing the concern. He states it can not be determined if it will be covered under warranty or not until the issue is found.
 Writer spoke with customer and suggested he call Mark and schedule another appointment to do the assumed repairs and see if that takes care of the concern. Writer will follow up with customer and dealership Monday.

Writer called dealership and spoke with Mark- SM and was informed he spoke with the customer and advised him to come in when the vehicle is having the problem as they can not tell what it is if it is not occurring. Writer will call customer and advise him we will close his case and reopen it after he has been in to a dealership for a diagnosis. CLOSED LOOP UPDATE customer was contacted today at 11:37am. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# 19150712

VIN	1C4GP45R2 5B [REDACTED]	Open Date	12/17/2009	Built Date	09/13/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	11/18/2004	Mileage	68,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68348	KOONS CHRYSLER			
Dealer Address	2000 CHAIN BRIDGE RD.				
Dealer City	VIENNA	Dealer State	VA	Dealer Zip	22180
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	YORK PA 1 [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	Customer states the lights will come on and off.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Customer states the radio will turn on and off.
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states the vehicle will not lock.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer states will go on and off.
Corporate - Complaint Contact - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

inability of dealers to fix my 2005 Town and Country

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

have a 2005 Town and Country which has cost me approximately 2000.00 in the last 11 months. My lights in the dash, the gages, the radio, and the head lights all flash iradically and continuously as I drive down the road. I have had it to 2 separate dealers and neither has fixed the problem and now the doors won\ t lock added to the previos problems. I would like to know what to do. I would have liked to buy another Town and Country, but no one can fix the problems with the old one. I have spent nearly two thousand dollars and keep getting charged for work that does nothing. Why can\ t certified Chrysler dealers fix my car? Why am I being charged each time they quess at the problem? Who else in the world gets paid for a job not done?

Email states:

Dear Bambi:Thank you for contacting the Chrysler Customer Assistance Center.Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision.

Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email. Sincerely,

***Due to your disregard for your defective product I have purchased a new

Honda Odessey. I have let all my friends and acquaintences know of your inability to stand by your vehicle.

Email states:

Dear Bambi: Thank you for contacting the Chrysler Customer Assistance Center. Thank you for the update. I appreciate the follow up.

Customer Assistance Inquiry Record (CAIR)# 19158780

VIN	2D4GP44L3 6R [REDACTED]	Open Date	12/11/2009	Built Date	08/15/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	09/24/2005	Mileage	45,000	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	26469	BOB MAYBER MOTORS
Dealer Address	I-80 AND SOUTH HIGHWAY 83	
Dealer City	NORTH PLATTE	Dealer State NE Dealer Zip 69101

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	NORTH PLATTE [REDACTED]	Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 The customer called because his head lights do not work Intermittently.
 What are the customer s expectations?
 The customer would like this fixed under warranty because it has been and problem for over a year.
 ****End structured narrative T2 - Beginning Narrative
 The customer is seeking assistance with the repair of his head lights.
 The customer stated his head lights do not work intermittently and this has been happening for over a year.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED].
 Who has possession of the vehicle? the customer
 Has the vehicle been diagnosed by a CDJ dealer?
 Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****
 Writer spoke with service advisor, Tim. SA stated the vehicle has not been in since October 17. SA stated that the customers check engine light was on, and they replaced the oxygen sensor. SA stated that the customers headlights have been an ongoing concern of the customers; however, the dealership has never been able to duplicate the customers concern.

CONTACT UPDATE - Customer was contacted today at 9:19 AM.
 Customer was provided with agent s extension: 66056
 Customer claims that the entire dashboard, and the headlights just randomly turn off while they are driving at night. Customer claims that it is starting to become more frequent. Customer stated he spoke with the dealership on Friday and they are going to order him a new part. Customer claims that the vehicle is making a clicking sound.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is intermittent electrical
Agent called dealer and spoke to Tim, informed that CAIR
was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 74 26469 12/14/09 11:30 O 19158780

Area manager called and left message for update _

Parts are on order and as soon as part comes in they will set appointment b
ut it will probably be after the holiday weekend.

Update as of 1/4/09 parts still on order and customer has been contacted an
d update and is fine and will set when set to arrive this week.

Area manager spoke with Service Manager Brian and all the parts are in and
the customer has been called to set an appointment for completion of work.

SM says just waiting to hear back from customer on a time that will work a
nd to close the CAIR. 1/11/10

Customer Assistance Inquiry Record (CAIR)# 19196336

VIN	2A4GP54L4	6R [REDACTED]	Open Date	12/29/2009	Built Date	11/08/2005
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING		
In Service Dt	01/09/2006	Mileage	40,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	42180	OAK HARBOR MOTORS INC				
Dealer Address	75 SE PIONEER WAY					
Dealer City	OAK HARBOR	Dealer State	WA	Dealer Zip	98277	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	OAK HARBOR WA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	Csutomer states the head lamps are flickering.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states that the head lamps are flickering again.
 What are the customer s expectations?
 Customer woudl like to have this fixed.
 ****End structured narrative T2 - Beginning Narrative
 Customer states that the head lamps are flickering again and they are worst then before. Customer states she has a appointment with the dealership tomorrow but wanted to know if there was anything we could assist to help the dealership to fix this problem.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED].
 Who has possession of the vehicle? Customer
 Has the vehicle been diagnosed by a CDJ dealer? Not this time
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 10:48.
 Customer was provided with agent s extension: 66131.
 Writer informed customer that we would speak to the Dealer about this issue. Writer contacted Adam SA at 42180. Adam states that this is not a fixable issue as per STAR. The van is loaded with modules and when running multiple modules the head lamps will flicker as the charging system is not sufficient. Adam states that he will inform the customer of the issue.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 19205729

VIN	2A8GP64L2 6R [REDACTED]	Open Date	01/04/2010	Built Date	10/12/2005
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED	
In Service Dt	06/09/2006	Mileage	28,000	Dealer Zone	63 DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	45368	TOMBALL DODGE INC			
Dealer Address	23777 SH 249				
Dealer City	TOMBALL	Dealer State	TX	Dealer Zip	77375
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HOUSTON TX [REDACTED]	Country	UNITED STATES		

Product - Electrical - Unknown - Noisy - Default	Customer was seeking assistance to get the electrical problem resolved.
Corporate - Complaint Contact - Default - Default - Default	Electrical trouble is not resolved.
Product - Electrical - Engine Wiring - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated 6 times vehicle electrical issue and customer is very dissatisfied.
 What are the customer s expectations?
 Customer is seeking solution to her repairs.
 ****End structured narrative T2 - Beginning Narrative
 Christine Haltiner, Stated her electrical issues has not been resolved and customer is tired of taking vehicle back in forth to Tomball Chrysler. Customer stated 6 times to Tomball Chrysler. Customer is seeking assistance resolution to her issue. Customer stated her vehicle electrical wiring would flicker her head lamps lights and all dash lights would flicker and customer stated issue been since she purchased vehicle. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day Preferred call back number is [REDACTED].
 Who has possession of the vehicle? Customer.
 Has the vehicle been diagnosed by a CDJ dealer? Yes, Tomball Chrysler 45368.
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 Writer called the dealership and spoke with SA Daniel, who stated that the vehicle had been in on the 28th of December and they found that it was a problem with the ground, so they replaced it and it worked.
 CONTACT UPDATE - Customer was contacted today at 11:08 AM. Customer was provided with agent s extension: 66144.
 Writer called the customer and informed her of what the dealership said. Customer was seeking assistance and writer noticed that the vehicle was purchased used and is only VIN owned. Writer informed the customer that the warranty was over and that Chrysler would not be assisting. Customer was very agitated and disconnected the call.
 **** GOODWILL ASSISTANCE HAS BEEN DECLINED ****
 Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

 CLOSED LOOP UPDATE - customer was contacted today at 11:09 AM.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 2:41pm. Writer spoke with customer and she said she picked up the vehicle on 12/30/09. Dealer said vehicle was repaired. The dash lights flicker and then all the dials go down to 0, dings, and then resets itself. Customer has had the vehicle in 5 times since April 2009, and still not resolved. Agent attempted to contact dealer Service Manager Linda(SM), however, SM not available. Left message putting through cair as Unresolved Concern and gave cair number. Also left message to contact writer back.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is dash lights flicker and all dials go down to 0, then vehicle dings.

Agent called dealer and spoke to Patti, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 63 45368 01/05/10 16:56 R 19205729

Linda SM left message for writer to contact her.

Writer spoke with Linda, and she said the dealer replaced the computer, 2nd time replaced ground. Shop foreman parked vehicle in front of his office, and stared at the vehicle for 6 hours, and the lights never started blinking. Customer told dealer that on New Years Eve, it flashed for about 5 minutes. Dealer has paid for customer s rental everytime the vehicle has been there. Husband is wheelchair bound, and everytime the vehicle is at the dealer, the husband does not have transportation, has all the controls for him. Writer advised Linda to contact STAR or DM for solutions, and gave her cair number. Linda said she will contact them, and she also requested Chrysler to assist with rental if vehicle needs to come back in. Writer told Linda, Chrysler will assist with some rental, if necessary. Linda said she will call back after contacting STAR or rep. 1-11-10 dm/paul, shop foreman. paul stated that owner came by dealership and they found no issue. owner was instructed to contact paul and bring veh into dealership if issue occurs. shop foreman stated when generator cycles on a very very slight flicker may occur and this is normal. dealership will follow up with the owner weekly. slb

CONTACT UPDATE - Customer was contacted today at 4:14pm.

Writer was told by (husband), that the vehicle was at the dealer today, and working fine again, but never know how long that will last. Husband told writer to check back on 1/20/10 and see how it is going.

CONTACT UPDATE - Customer was contacted today at 12:26pm.

Writer spoke with customer and she said the vehicle is not leaking yet, but she wants writer to keep the case open until 1/29. She said by then, she will have made some trips with the vehicle, and will know if the leak is repaired. Writer agreed.

CONTACT UPDATE - Customer was contacted today at 12:41pm.

Customer was provided with agent s extension: 66103.

CONTACT UPDATE - Customer was contacted today at 11:53am.

Customer said the vehicle is still leaking. She wants to take the vehicle to the dealer at her leisure, but does not want the writer to close the case. She said the dealer has contact STAR to get more ideas of how to repair it. Writer told her, will check back with her in two weeks, 2/15/10.

CONTACT UPDATE - Customer was contacted today at 11:55am.

Writer spoke with Ed (husband), and he said he was stopped at a traffic light, and the lights started flickering on the dash again. He is taking the vehicle back to the dealer 2/22/10, 10am, and he wants writer to contact the dealer later that day.

Customer Assistance Inquiry Record (CAIR)#						19218385
VIN	1D4GP24R5	6B [REDACTED]	Open Date	01/07/2010	Built Date	06/24/2006
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE		
In Service Dt	06/26/2006	Mileage	69,000	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	DURHAM NC [REDACTED]				Country	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Complete Failure - Default	headlights, radio, windows, heat and a/c stop working
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Problems with electrical system on Grand Caravan
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

My van was in and out of the shop several times a couple of years ago and finally had the wiring harness replaced. The dealership has since closed and my van s electrical system has started to malfunction again. When the headliht switch is turned on, the headlights do not come on, the heat/air stops op working, and the radio stop working, the windows stops working. This is the same thing that was happening before but was sporadic. Now, it never works. This happened @ 35K miles the first time and it appears that it has happend again after another 35K. I would like an answer ASAP. This is my primary vehicle and not being able to drive it at night is a hinderance.

Tier 3 Email Reply
 Dear [REDACTED]:
 Thank you for contacting the Chrysler Customer Assistance Center. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting one of your local authorized dealers to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. Thank you again for your email.

Email Reply from Customer
 REFERENCE NUMBER: 19218385 EMAIL CASE NUMBER: 2397856 I am just trying to verify that Dodge will cover this issue

Tier 3 Email Reply
 Dear [REDACTED]:
 The needed repair would be at your expense because your Dodge Caravan has exceeded the time and mileage limitations of the manufacturer s warranty. Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

Email Reply from Customer
 So essentially - what you are telling me is that I purchased a van with a faulty electrical system that has been to the dealership several times with this problem, and now the cost is suppose to come out of my pocket? This is the second Chrystler/Dodge van that I have had that has

electrical problems.

Customer Assistance Inquiry Record (CAIR)# **19224172**

VIN	2D4GP24R0	5R	Open Date	01/13/2010	Built Date	09/30/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	02/28/2005	Mileage	49,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	JOLIET IL	Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default gauges flicker

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Guages Flicker in 2005 Grand Caravan
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 On 9/17/08 we took out van because he Dash lgihts where flickering. The Tyson Motor Corp replaced the Headlight Switch. 2/2/09 and 2/4/09 brought the van in the Tyson Motor Corp same problem. Dealer could not find the problem. After poor service and dishonest repair suggestions went to another Service Center 6/25/09 same problem with the flickering and other non related repairs. 10/05/09 brought the car into Tuffy Auto Service Center.Replaced the Battery. The guages flickering appear to stop. 1/07/10 Tuff Auto Service Center replaced the Body Control Module. the next day the the guages started to flicker again. Almost \$1000.00 in repairs and the problem has not been resolved.

Dear [REDACTED]
 Thank you for contacting the Chrysler Customer Assistance Center. Although your vehicle is out of warranty, the repairs that were done should have come with their own warranty and I suggest you follow up with the dealers that did those repairs for further information.
 Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)#	19233874
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VIN	1D4GP45R7 5B [REDACTED]	Open Date	01/13/2010	Built Date	02/01/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	03/05/2005	Mileage	63,000	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68406	MAJOR CHRYSLER JEEP DODGE			
Dealer Address	4401 NORTHERN BLVD				
Dealer City	LONG ISLAND CITY	Dealer State	NY	Dealer Zip	11101
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	STAFFORD VA [REDACTED]	Country	UNITED STATES		

Corporate - Company Information Contact - Default - Default - Default	
Corporate - Warranty Coverage - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer called in regarding the warranty on his vehicle.
 What are the customer's expectations?
 To receive warranty coverage on their vehicle.
 ****End structured narrative T2 - Beginning Narrative
 Customer called regarding an electrical issue, customer stated that the head lights are going off and on. Customer is stating that his local dealership is stating that the vehicle is not covered under the warranty. Customer is seeking warranty information.
 Writer advised the customer that electrical issues are covered under the 3/36. not the 7/70.

Customer Assistance Inquiry Record (CAIR)#						19243812
VIN	1A4GP45R6	6B [REDACTED]	Open Date	01/18/2010	Built Date	11/07/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY		
In Service Dt	03/30/2006	Mileage	45,000	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	51808	DEARTH MOTORS INC				
Dealer Address	520-8TH STREET					
Dealer City	MONROE	Dealer State	WI	Dealer Zip	53566	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ARGYLE WI [REDACTED]				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Defective - Default	

Why is the customer contacting Chrysler? Customer alleges that when she is driving the headlights flicker. Customer states she has had numerous repairs done to try to fix this problem.

What are the customer's expectations? Customer would like to make Chrysler aware of this issue with this vehicle.

Writer did give customer a reference # if she still has an issue with this.

Customer Assistance Inquiry Record (CAIR)# 19244857

VIN	2C4GP54LX	5R [REDACTED]	Open Date	01/18/2010	Built Date	04/04/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	06/18/2005	Mileage	75,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45323	STEW HANSEN DODGE CITY JEEP				
Dealer Address	12103 HICKMAN RD					
Dealer City	URBANDALE	Dealer State	IA	Dealer Zip	50323	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	URBANDALE IA [REDACTED]			Country	UNITED STATES	

Product - Emissions - EGR System - Other - Default	Customer said the EGR valve needs to be fix.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer said the check engine lights are on.
Product - Electrical - Lamps and Switches - Defective - Default	Customer said the head lights needs to be fix.
Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Power Sliding Door - Complete Failure - Passenger Side	

Customer called complaining that his visor broke and the power door wont work at this point, he was seeking for us to cover the cost of these repairs. Writer informed him that there is nothing we can do about these issues because he is so far out of the 3/36.
 * * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
 Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.
 * * * * *
 RP829 approved reopening case.
 Customer call to scale above issue.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED]
 Who has possession of the vehicle? Customer.
 Has the vehicle been diagnosed by a CDJ dealer? Yes/45323
 Reassigned to 88F
 Customer said he already paid for the visor and the power door but dealer 45323 said the EGR valve and the head lights needs to be fix for about \$800.00 and he would like to discuss those issues.
 * * * * * SENIOR RESOLUTION TEAM * * * * *
 CONTACT UPDATE - Customer was contacted today at 12:45 PM MST
 Customer was provided with agent s extension: 66146.
 Writer spoke with the customer. He says he is having several problems. EGR valve, The total he needs for repairs was over \$3200.00. Customer would like assistance.
 Writer spoke with SM Mike he states that the customer Needs an EGR valve,

needs a catalytic converter which has been ordered, head lights flicker needs a front control module. Brake work as well, He will get warranty prices together and then call back.

****Dealer emails back with information previously requested.

Warranty parts \$354.06

Warranty labor \$148.77

Total \$502.83

Other Information -

Thanks

Mike Golwitzer

515-202-8708

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66146

*****DEALER EMAIL*****

Brian,

What are we doing with this customer?

Mike Golwitzer

*****END DEALER EMAIL*****

Writer spoke with SM Mike. He states that the customer has been loyal to his dealership.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty

. According to the dealer, the warranty

costs of the repair are as follows:

Parts = 354.06

Labor = 148.77

With the concurrence of the Service Manager, Mike,

the customer will have a co-pay of \$354.06

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Brian at 800-992-1997 extension # 66146. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

Writer contacted the customer. He is pleased with the offer. Writer advised the customer to call SA Chip at 515-202-7614, to schedule an appointment.

REASSIGNED TO BC/DLR 51 45323 01/28/10 09:28 R 19244857

Offer noted, CAIR closed.

Writer spoke with the customer he has an appointment to have the vehicle fixed tomorrow.

CONTACT UPDATE - Customer was contacted today at 9:29 AM MST

Customer was provided with agent s extension: 66146

2nd attempt made to contact customer on 02/08/10 at 11:03 AM MST

Left message indicating another attempt will be made.

Customer was provided with agent s extension: 66146

Writer is trying to follow up with customer to make sure the repair was satisfactory

Writer spoke with customer who is satisfied with the repairs done at the dealership and thanked writer for the assistance.

CLOSED LOOP UPDATE - Customer was provided with the number for Chrysler customer assistance if he has any future concerns.

Dealer 45323 SM Chip calls requesting to speak with BS653

Dealer 45323 SM Chip Caller transferred to extension # 66146

SM Chip called and states the customer needs the alternator and steering gear as well. Customer is paying for the parts. This was not included in the previous diagnosis.

Parts 401.30

Labor 219.14

The cost of labor has been added to the PA

Customer Assistance Inquiry Record (CAIR)#	19260617
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VIN	2C4GP54LX	5R	Open Date	02/02/2010	Built Date	04/04/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	06/18/2005	Mileage	0	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	66517	DES MOINES CHRYSLER				
Dealer Address	4410 MERLE HAY ROAD					
Dealer City	DES MOINES	Dealer State	IA	Dealer Zip	50310	

Owner		Contact Type	E-MAIL			
Address		Home Phone				
	URBANDALE IA	Country	UNITED STATES			

Product - Emissions - EGR System - Other - Default	Customer said the EGR valve needs to be fix.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer said the check engine lights are on.
Product - Electrical - Lamps and Switches - Defective - Default	Customer said the head lights needs to be fix.
Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Power Sliding Door - Complete Failure - Passenger Side	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Complaint Regarding 2005 Chrysler Town & Country and Service
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Comments:
 After speaking with one of your customer service representatives on the telephone the other day (or NO person), I give the odds of receiving anything more than an automated communication from this email about a 1/100000 chance. My name is MAJ Matt Carver, a 16 year Army veteran , who has been shocked by the poor level of your customer service. Frankly, one gets better customer service in the Army these days. My wife and I purchased a 2005 Chrysler Town & Country Touring from the FORMER Des Moines Chrysler/Plymouth, on Merle Hay Road in Des Moines, IA.(This was one of the dealerships that President Obama closed, so we are required to go to Stew Hansens Dodge now for service. Despite having routine maintenance done on the vehicle (oil changes, etc.), we have had numerous problems with this vehicle, and it is under 5 years old. I recently took our vehicle into Stew Hansens and they said it would be over \$3600 to fix approximately 8 different things. I called your so-called customer service about just 2 of the issues, and all I heard was: \No, that is past the warranty.\ When I said both issues related to safety and one related to a promise that the dealer made, I was told to contact the dealer. When I explained that President Obama closed the dealership, and asked to speak with a supervisor, I was told that there was no one else for me to speak with. I stated: \So, no one up to the CEO of Chrysler could assist me and help to fix the problem?\' The customer service rep. stated that everyone would agree with her position and that no one else could assist me. If you care whatsoever about your customers and you do not want me to drag Chrysler through the dirt for the rest of my life, I suggest that someone contacts me. Sincerely, Matt Carver

SEE LINKED TELEPHONE CAIR, OWNER HAS BEEN PROVIDED MORE THAN FAIR
GOODWILL ASSISTANCE ON ALL NON 7/70 REPAIRS.
NAN

Customer Assistance Inquiry Record (CAIR)# 19276868

VIN	2C4GP54L6 5R [REDACTED]	Open Date	01/29/2010	Built Date	05/16/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	08/13/2005	Mileage	67,800	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	44036	TIM MARBURGER DODGE CHRYSLER JEEP			
Dealer Address	287 CONCORD PKWY N				
Dealer City	CONCORD	Dealer State	NC	Dealer Zip	28027

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	KANNAPOLIS NC [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	All lights in vehicle pulsate when heated seats on
Corporate - Complaint Contact - Default - Default - Default	

Why is the customer contacting Chrysler? He is not pleased with the work done by 44036, at all.

What are the customer s expectations? He refuses to believe this is a normal condition and wants his vehicle fixed.

Customer states the alternator was replaced and the problem still exists. He uncategorically rejects the assertion that the pulsating of all his lamps, including his headlights, is normal. Please see STAR case 10397993. Customer s report of work done does not seem to match STAR recommendations. Customer says he is an electrician and suspects a short.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is [REDACTED]

Who has possession of the vehicle? dealer

Has the vehicle been diagnosed by a CDJ dealer? yes

Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

If customer disagrees with diagnosis, current dealer can continue testing, or customer can take the vehicle to another dealership for a second opinion. Writer called customer, advised of same. Customer states we are not standing behind our product. Writer advised customer that a technician must identify a problem for a repair to take place.

CONTACT UPDATE - Customer was contacted today at 7:40.

Customer was not provided with agent s extension.

Customer Assistance Inquiry Record (CAIR)# 19301753

VIN	1D4GP45RX	5B [REDACTED]	Open Date	02/08/2010	Built Date	12/06/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	05/05/2005	Mileage	82,055	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	54655	J WILDERMAN AUTOPLEX CORP				
Dealer Address	1422 WEST NINTH STREET					
Dealer City	MT CARMEL	Dealer State	IL	Dealer Zip	62863	
Owner	[REDACTED] A			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MOUNT CARMEL IL [REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	door locks and headlights
Corporate - Complaint Contact - Default - Default - Default	electrical issues
Product - Electrical - Body Wiring - Defective - Default	pulsating headlights, intermittent issues

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated that she is experiencing some electrical issues.
 What are the customer s expectations?
 Customer wanted Warranty information. Customer wants to know if there were any recalls.
 ****End structured narrative T2 - Beginning Narrative
 Customer is experiencing intermittent electrical issues and wanted to know if there was any information regarding the issues she was having. Writer infomred her that there was no specific information pertaining to the problems she is having. Customer will call back if she decides to tke the vehicle in to the dealer for diagnosis. Writer will close CAIR until further notice.

Customer Assistance Inquiry Record (CAIR)#	19304309
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VIN	1D4GP24R8 5B [REDACTED]	Open Date	02/09/2010	Built Date	06/17/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	06/18/2004	Mileage	87,000	Dealer Zone	63 DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	49980	C-H-S, INC./DOLLAR RAC	DODGE		
Dealer Address	5330 E 31 ST				
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74135
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	COPLAY PA [REDACTED]	Country	UNITED STATES		

Corporate - Company Information Contact - Default - Default - Default	
Corporate - Recall - Default - Default - Default	
Product - Electrical - Body Wiring - Other - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 customer inquiring on any recalls on her vehicle.
 What are the customer s expectations?
 would like her vehicle fixed
 ****End structured narrative T2 - Beginning Narrative
 Customer would like to make a complaint she states her vehicle air bag
 light goes on and off her door locks do not work and head lights flicker.
 Customer states should all be recalled. Writer advised customer to take
 vehicle to dealer to diagnosis

Customer Assistance Inquiry Record (CAIR)# **19310264**

VIN	1C4GP45RX 5B [REDACTED]	Open Date	02/11/2010	Built Date	11/11/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	12/21/2004	Mileage	68,617	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	Dealer State	WA	Dealer Zip	98662
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PORTLAND OR [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer claims they just purchased pre-owned vehicle on 12/21/2009, claims the low headlight s switch on and off intermittently, took to the dealer to repair, claims dealer said they repaired but the issue returned a few hours after customer picked up the vehicle, going back to the dealer.
 What are the customer s expectations?
 Requesting guidance.
 ****End structured narrative T2 - Beginning Narrative
 Writer advised customer to take the vehicle back to the dealer.

Customer Assistance Inquiry Record (CAIR)# 19312667

VIN	2A4GP54L5 7R [REDACTED]	Open Date	02/12/2010	Built Date	08/24/2006
Model Year	2007	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON	
In Service Dt	11/22/2006	Mileage	19,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	60358	BARKAU AUTOMOTIVE			
Dealer Address	501 E NORTH AVE				
Dealer City	STOCKTON	Dealer State	IL	Dealer Zip	61085
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CHADWICK IL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Battery - Intermittent or Inoperative - Default	Battery inoperative when cold
Product - Body / Trim / Paint Finish - Sheet Metal - Other - Door-Sliding	Door lock inoperative
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Lamps and interior lights fluctuating

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer calling about numerous problems with vehicle.
 What are the customer s expectations?
 Customer wanting vehicle fixed.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED].
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 Reassigned to 88F
 Customer calling and says that when he uses the heated seats it affects the head lights and interior lights gets bright and dim going on for a year now.
 Customer says that the dealer looked at the alternator and says is just fine.
 Customer also having to charge battery when it gets cold.
 Customer also says he s also passenger sliding door is not locking, and when it does it doesn t unlock.
 Customer took into the dealer about all of this and they did temporarily fix the door lock and is still doing the same thing.
 Writer told customer that I would open up a case and send this over to our Senior Resolutions Team for review and that they would contact back in one business day by or before 6pm eastern standard time.
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 10:10 am mst.
 Customer was provided with agent s extension:66173.
 Writer spoke with Mrs. [REDACTED] who has stated her husband called in. Writer spoke with Mr. [REDACTED] who stated the vehicle was checked and the alternator was working Writer states it only occurs when the seats are on. Customer states it will not turn over in cold weather, battery needs recharged and it will start.
 Customer s main concerns:1- door not locking
 2- lights flickering (only occurs when heated seats are on)
 3- battery needs charged in cold weather
 ##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is lights flickering, battery needs charging, door not locking

Agent sent a text to dealer informing that CAIR was being sent. Please update this CAIR with resolution. Please call customer to schedule an appointment for these concerns.

#####

REASSIGNED TO BC/DLR 51 60358 02/15/10 12:23 O 19312667

Text-to-Dealer message was sent to the dealer to inform of the referral.

Left Message for S/M

Spoke with SM Shane Johnson who advised cust set an appointment for Tuesday March 2, for electrical repairs.

Spoke to S/M Shane who advised that SOP (Actuator) is in we are just waiting on customer to come in for repairs. Cust lives 45 min away. CJJeffries

Spoke to S/M Shane who customer will schedule an appointment when they come to visit there daughter. They are aware that the part is in (Actuator) for door locks.

Customer Assistance Inquiry Record (CAIR)# **19313798**

VIN	2C4GP44R2	5R [REDACTED]	Open Date	02/12/2010	Built Date	01/20/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	10/01/2004	Mileage	43,835	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60198	TROIANO CHRYSLER JEEP DODGE				
Dealer Address	435 S MAIN ST					
Dealer City	COLCHESTER	Dealer State	CT	Dealer Zip	06415	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SOUTH GLASTONBUR CT [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights just shut off.
Dealer - By-Pass - Default - Default - Default	
Dealer - Parts - Transaction - Wrong Part - Default	

Why is the customer contacting Chrysler? States that his headlights just shut off on him.

What are the customer s expectations? Wants to know what dealer is doing. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day Preferred call back number is [REDACTED] (Home).

Who has possession of the vehicle? Customer

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

Customer states that he went to turn vehicle on one night and headlight just shut off on him. He then got to a store and states the headlights then came on again. States he took it to dealer 60198 and they diagnosed problem as a light switch. Sates that sealer went to put part on vehicle and found that the part they had did not fit vehicle. States that dealer told him that they needed to order another part and would call him when it comes in. Customer states that dealer told him that the part number on box was correct but part inside the box did not fit. Customer would like Chrysler to check with dealer to make sure they are correctly repairing vehicle. Writer advised customer that case would be sent to resolution team and that they could expect a call back by 02/15/10 6pm eastern.

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today.

Agent called customer and discussed his concerns that the dealer was not getting the correct part. Agent informed him that I would call the dealer and find out what s going on. Agent called dealer (60198) and spoke to the parts department (Bob). Agent found that no part (zl671dvac) is currently on order, however there are several dealers with the part in their inventories. Parts department informed me they are working with quality on this and are awaiting a response on how to proceed with the order. Agent informed customer that the dealer is working with MOPAR quality control and they will update the customer as soon as they learn more.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to
resolve this customers concern(s). If needed, seek assistance from your
District Manager, Business Center or STAR.

The unresolved concern is the customer is waiting on a part.

Agent called dealer and spoke to Bob, informed that CAIR
was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 32 60198 02/16/10 10:41 O 19313798

*Contact Date:02/22/2010

Service Manager at the dealership has updated the Cair# 19313798
Parts have been ordered.

Customer would like an agent to call dealer and find out the status of
the part and find out how long it will take to get to the dealer.

Customer states that he is very frustrated on how long this problem is
taking, especially since he took the car in on 2/02/2010. Customer would
like a call back at [REDACTED] (home).

Agent returned customers call and informed him that the part is enroute
from our supplier. Agent called dealer (60198) and spoke to the parts
department (Bob) about getting this part on order for the customer.
Spoke to SM Andy, the dealership is waiting for the proper part to
arrive.

DM Spoke with SM Still waiting on part

DM Spoke with Andy, Received wrong headlight switch. New part is on
order. will replace when receive.

DM Has not received correct switch

REASSIGNED TO BC/DLR 32 60198 04/05/10 08:47 O 19313798

REASSIGNED TO BC/DLR 32 60198 04/23/10 10:21 O 19313798

DM spoke with dealer vehicle repaired ok to close

Customer Assistance Inquiry Record (CAIR)#	19327148
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VIN	2A4GP44R3 6R [REDACTED]	Open Date	02/18/2010	Built Date	08/11/2005
Model Year	2006	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX	
In Service Dt	01/07/2006	Mileage	95,000	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	45315	CHUCK CLANCY CHRYSLER DODGE JEEP	OF CARTERSVILLE LLC		
Dealer Address	567 E MAIN ST				
Dealer City	CARTERSVILLE	Dealer State	GA	Dealer Zip	30121
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ARAGON GA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer stated that the headlights quit working.
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****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated that the headlights shut off on his vehicle. Customer stated that the vehicle would just shut off periodically. Customer stated that the issue has reoccurred. Customer stated that his wife travels through the mountains, so when the headlights do not work, it is very dangerous.
 What are the customer s expectations?
 Customer is seeking for a resolution to this issue.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED].
 Who has possession of the vehicle? Dealership
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 Reassigned to 88F
 Customer did not know the mileage of the vehicle.
 ***** SENIOR RESOLUTION TEAM *****
 DLR# 45315, spoke with SM- Wayne.
 Dealership has driven the car several miles and attempted to duplicate the problem but has not been able to. Their electrical technician is still attempting to duplicate the concern and SM will suggest he contact STAR for input on the matter. Dealer may recommend the customer get a a second opinion.
 The SM also informed that the vehicle is at 95,000 miles.
 CONTACT UPDATE - Customer was contacted today at 7:50 MST. Customer was provided with agent s extension: 66061. Mr. Dean confirmed information stated above. Is seeking a resolution on the intermittent electrical problem. Agent advised the customer to continue working with the dealership on this matter as there is not goodwill that can be offered. Agent made customer aware that the dealership was advised to seek technical advise from Chrysler on this matter. Agent also advised that a second opinion may be the next step if necessary. Customer understood. This CAIR to be closed as the matter will be handled by the dealership directly.
 Customer called in stating that the dealership does not want to work on his vehicle even though he has paid for it already. Customer states that they told him to take the vehicle home. Customer states that his vehicle is unsafe and states that he will never buy a Chrysler again.

Customer Assistance Inquiry Record (CAIR)# **19336775**

VIN	2A8GP64L2	6R	Open Date	02/22/2010	Built Date	10/12/2005	
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED			
In Service Dt	06/09/2006	Mileage	28,383	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	45368	TOMBALL DODGE INC					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL	Dealer State	TX	Dealer Zip	77375		
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	HOUSTON TX [REDACTED]					Country	UNITED STATES

Product - Electrical - Battery - Other - Default	Battery may have leaked and caused battery cable to be bad.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Dash lights flickering.
Corporate - Rental Vehicle - Default - Default - Default	Dealer requesting rental for customer.
Product - Electrical - Body Wiring - Other - Default	Wiring harness needs replaced.

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Dash lights going on and off.

What are the customer s expectations?

Wants issue resolved.

****End structured narrative T2 - Beginning Narrative

Customer said they have had the vehicle into the dealer (45368) several times for her head lamps and dash lights flickering. D2D was sent as unresolved concern. The dealer replaced the ground wire, and said the slight flickering could be normal. Owner came by dealership and could find no issue. Customer said he is taking the vehicle back to the dealer on 2/22/10.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66103.

*****DEALER EMAIL*****

PATTY,

MRS HALTIMER HAS BROUGHT HER CARAVAN BACK TODAY FOR US TO CONTINUE TO TRY TO SOLVE HER PROBLEM. WE HAVE GOTTEN DIRECTION FROM STEWART, DST TECH. WE WILL NEED TO PUT CUSTOMER IN A RENTAL . WE ARE REPLACING THE HARNESS AND BATTERY CABLES.TOTAL WARRANTY COST \$1075.20 PLUS RENTAL. PLEASE ADVISE ON HOW MUCH ASSISTANCE YOU ARE GIVING CUSTOMER. WE HAVE BEEN WORKING TO SOLVE THIS SINCE NOV. 05, 2009. CUSTOMER HAS BEEN VERY PATIENT DURING THIS PROCESS.

LINDA

281-351-2000 EXT 6773

*****END DEALER EMAIL*****

***** SENIOR RESOLUTION TEAM *****

2nd owner, 1 Chrysler vehicle. Maximum Care Service Contract showing under previous owner, but writer spoke with Linda, (Customer Service Manager), and she said they don t have an SM, just a Shop Foreman and a Service Director. She said when pulling up Service Contract in VIP, it shows under the current owner s name. Linda said previous repairs, 11/12/09 replaced PCM, then 05/18/10, replaced alternator, under warranty. On 04/1/10 replaced battery. Linda said the battery cables are bad, and they are attached to the harness, so the harness had to be replaced. Writer told Linda, may assist with some with the repair. Rental

assistance declined.

Writer spoke with Paul, and he said they do have an SM, David, but he is not available. Writer will attempt to reach him 2/23/10.

Writer may assist with part only. Not customer s fault the battery cables are attached to the harness.

David SM left message that he wants to conference , Linda SA, writer, and himself to get the customer s issue resolved.

Writer spoke with Linda SA, and she didn t understand why writer needed to speak with David. Writer told her, writer has to get SM s permission to assist the customer with PA.

David said the dealer couldn t duplicate the problem with the dash lights flickering. Break down failure in the wiring harness.

David said cost parts \$1075.20, labor \$136. Writer and David agree for customer to pay labor.

David said he would prefer to contact customer.

Writer spoke with Linda and told her, writer forgot to address the customer s concern about a rental vehicle. Linda said not to worry, she has been told that the part is there, so they can probably repair the vehicle while the customer is in the rental, currently, and dealer will take care of the rental.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on has been on going problem.. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$1075

Labor = \$\$136

With the concurrence of the Service Manager, David, the customer will have a co-pay of \$136.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Patti at 800-992-1997 extension # 66103. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 63 45368 02/23/10 14:08 O 19336775

*****DEALER EMAIL*****

WE ARE TRYING TO CLOSE CLAIM ON VIN NUMBER 6R [REDACTED]

WE RECEIVED MESSAGE 'LC8' THIS SERVICE IS COVERED UNDER AN ACTIVE SERVICE CONTRACT PLAN. CLAIM REQUIRES HIGHER LEVEL AUTH. ALSO GIVES OTHER FAILURE CODES AS MS7, OR CJ1.

PLEASE ADVISE WHAT THE NEXT STEP IS ON GETTING THIS CLAIM PAID.

PHONE NUMBER 281-351-2000 EXT 6773

THANK YOU,

LINDA WERNECKE

CUSTOMER SERVICE MGR.

*****END DEALER EMAIL*****

Writer spoke with Linda and Wendy (Warranty) regarding claim that won t go through. Writer told Wendy, will have to do further research. LOP 08906506 for wiring harness, is showing not covered under Service Contract. Service Contract also is not in customer s name.

Writer submitted General Worksheet for review.

*****Dealer Email*****

WE ARE STILL WAITING TO HEAR FROM YOU ON THIS CLAIM. AS PER OUR CONVERSATION ON FRIDAY, YOU WERE GOING TO INVESTIGATE THIS FURTHER AND LET WENDY OR MYSELF KNOW SOMETHING. PLEASE GIVE US AN UPDATE WHEN POSSIBLE.

THANK YOU

LINDA WERNECKE

281-351-2000 EXT 6773

*****Dealer email ended*****

Agent attempted to contact dealer Linda, however, SM not available. Left message for a return call at extension 66103. Writer left message instructing Linda to review this with her DM, and Business Center.

Customer Assistance Inquiry Record (CAIR)# 19339816

VIN	1D4GP24R2 5B [REDACTED]	Open Date	02/23/2010	Built Date	02/08/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	02/11/2005	Mileage	118,000	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43299	WHITE BEAR DODGE INC			
Dealer Address	3430 HIGHWAY 61 NORTH				
Dealer City	WHITE BEAR LAKE	Dealer State	MN	Dealer Zip	55110
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	FOREST LAKE MN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 The customer is calling because his head lights will turn off when driving.
 What are the customer s expectations?
 The customer wanted the vehicle repaired
 ****End structured narrative T2 - Beginning Narrative
 Customer called stating he has not taken his vehicle to a dealer.
 Customer stated the IRF that tried to repair it was not able to get the headlights working properly.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED].
 Who has possession of the vehicle? Customer
 Has the vehicle been diagnosed by a CDJ dealer? no
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 1:38 PM MT.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Writer informed customer that if the dealership technicians are the best resource. Customer states that the technicians where not able to tell him how to repair the vehicle without throwing parts at it at \$700 a pop.
 Writer sympathized with customer and informed him that there is nothing further that Chrysler can assist with technically out side of a dealership. Customer understands.
 CLOSED LOOP UPDATE - customer was contacted today at 1:38 PM MT.
 Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# 19355112

VIN	2A4GP54L5	6R	Open Date	03/01/2010	Built Date	09/21/2005	
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	12/28/2005	Mileage	40,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	23432	YARK CHRYSLER-JEEP					
Dealer Address	6019 WEST CENTRAL AVENUE						
Dealer City	TOLEDO	Dealer State	OH	Dealer Zip	43615		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	WATERVILLE OH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Electrical - Lamps and Switches - Other - Default	
Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated that her air bag light keeps coming on.
 What are the customer s expectations?
 Customer stated that she is seeking assistance.
 ****End structured narrative T2 - Beginning Narrative
 Customer stated that her air bag light keeps coming on. Customer stated that before the air bag light comes on she hears a clicking noise and her lights blink. Customer stated that she was told that she would have to pay to get the repair completed.
 Customer stated that she is seeking assistance. Customer stated that there is a repair kit but the dealership is not sure of what kit it is. Customer stated that the light is intermittent. Customer stated that she does not have the money to pay for the repair.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED].
 Who has possession of the vehicle? Customer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 Reassigned to 88F
 ****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 What are the customer s expectations?
 ****End structured narrative T2 - Beginning Narrative
 Customer stated that the lights that blink are her dash lights. Customer stated that she thinks that her head lights might be blinking too.
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 CONTACT UPDATE - Customer was contacted.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Called the dealership last time the customer was in the shop was 12/09,
 Called customer informed them they will need to go to the dealership.
 Customer will make an appointment and call Chrysler back.
 CONTACT UPDATE - Customer was contacted today.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Still wanting for the customer to go to the dealership to set an appointment.
Will wait to hear back from the customer, waiting for the customer to take the vehicle in asked 3 times. Closing till customer decides to take the vehicle in.

Customer Assistance Inquiry Record (CAIR)# 19355390

VIN	1C4GP45R6 5B [REDACTED]	Open Date	03/01/2010	Built Date	04/27/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	07/04/2005	Mileage	100,000	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	68659	STADIUM CHRYSLER JEEP LLC			
Dealer Address	27-31 ROUTE 17 AVE				
Dealer City	RUTHERFORD	Dealer State	NJ	Dealer Zip	07070
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WILLIAMSPORT PA [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	
Product - Electrical - Lamps and Switches - Other - Default	

Why is the customer contacting Chrysler?
 Customer states that he found there was a recall on his vehicle for the air bag.
 What are the customer s expectations?
 Customer would like to know why he did not get a notice on this.
 Writer informed customer that recalls are VIN specific and that recall is not on his vehicle. Writer informed customer that if his vehicle is part of the recall we will send him a notice in the mail informing him.
 Customer states that his head light is out and he does not know how to get to it. Customer would like to know how to get to the light. Writer informed customer that we do not have technicians and it would be best to go to a dealer for that help. Customer then asked if Chrysler had a website that would show this. Writer informed customer that he could buy a service manual at techauthority.com.

Customer Assistance Inquiry Record (CAIR)#	19355623
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VIN	2C4GP44R0	5R [REDACTED]	Open Date	03/15/2010	Built Date	03/11/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	05/02/2005	Mileage	66,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	NEW SMYRNA BEACH FL [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights and dash lights flicker
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	radio cuts out

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 2005 Town & Country LX-gauges become erratic, dash lights flicker, headlight s flicker, radio cuts out, all at same time-body control module replacement has not fixed it.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 I have taken the vehicle to the dealership, and they cannot figure out the problem. They say they cannot test the instrument cluster unless it is happening...but it is intermittent. Please tell me if this is a known problem so I can advise the dealership what needs to be replaced.

Tier 3 Email Reply
 Dear [REDACTED]:
 Thank you for contacting the Chrysler Customer Assistance Center. We checked for Technical Service Bulletins related to the dash lights and headlights flickering on your 2005 Town & Country but did not find any bulletins related to these conditions. The dealer may want to try and contact Chrysler Technical Support for further assisting diagnosing what is causing these lights to flicker. Thanks again for your email.

Customer Email Reply
 The technician at the dealership figured it out. It was the ground wire from the battery to the dash. He connected a new ground wire from the battery to the dash and I haven t had the problem again. Thanks, Marianne

Tier 3 Email Reply
 Dear [REDACTED]:
 I am so happy the dealer was able to figure out what was wrong with your vehicle and correct the electrical concerns you were having. Thanks for letting me know.

Customer Assistance Inquiry Record (CAIR)#	19368923
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VIN	1D4GP24R5 6B [REDACTED]	Open Date	03/05/2010	Built Date	06/24/2006
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE	
In Service Dt	06/26/2006	Mileage	70,994	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	49904	MIDFIELD DODGE/DTG OPERATIONS INC			
Dealer Address	5330 EAST 31ST STREET				
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74135
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	DURHAM NC [REDACTED]			Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Head lights
Product - Electrical - Wipers / Washers - Other - Unknown	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Caller Danny SA states customer has no window wipers or head lights and none of his air is working on his vehicle.
 What are the customer s expectations?
 Caller states customer may be calling us for assistance.
 ****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# 19374835

VIN	1D4GP45R6 5B [REDACTED]	Open Date	03/08/2010	Built Date	11/10/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	05/25/2005	Mileage	71,000	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43491	GLADSTONE DODGE INC			
Dealer Address	5610 NORTH OAK				
Dealer City	GLADSTONE	Dealer State	MO	Dealer Zip	64118
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	INDEPENDENCE MO [REDACTED]	Country	UNITED STATES		

Product - Air Conditioning / Heater - Unknown - Other - Default	The AC will turn on and off by itself.
Product - Electrical - Lamps and Switches - Defective - Default	The headlights will flash on and off by themselves.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	The needles in the guages bounce up and down.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	radio will turn on and off by itself.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states her vehicle continues having electrical problems.
 What are the customer s expectations?
 Customer expects Chrysler assist her with this unresolve issue.
 ****End structured narrative T2 - Beginning Narrative
 Customer called in very frustrated because her vehicle continues having electrical problems and the dealership can not find the issue. Customer states that she has been taking the vehicle to the dealer several times in the last 7 months for the same issue and paying the diagnostic fee each time and she can not drive the vehicle anymore with this problem and she can not pay all the time for the diagnostic fee. Customer wants Chrysler assist her with this unresolved issue.Customer was advised that due to the nature of their contact a call back is required and will take place within one business day Preferred call back number is [REDACTED].
 Who has possession of the vehicle? Customer
 Has the vehicle been diagnosed by a CDJ dealer? yes
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 ****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 What are the customer s expectations?
 ****End structured narrative T2 - Beginning Narrative
 CONTACT UPDATE - Customer was contacted today at 8:54AM MST.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer stated that when she drives her vehicle at times the headlight will flash on and off, the needles in the gauges bounce up and down, the radio will turn on and off, and the AC will turn on and off. Customer stated that she has taken it to dealer 44378 several times and they can not recreate the issue. Customer stated that she can only take her vehicle to the dealers on Fridays because of her schedule. Customer stated that the last time she took her vehicle to the dealer the electrical tech. was not even there so her vehicle just sat all day and no work was done. Customer stated that she can not afford to keep paying diagnostic fees.

Writer advised customer that she can take her vehicle to a different dealer if she would like.

Customer seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer 43491.

Writer advised customer that he would call her back on 03/11/10 to follow up. Customer agreed.

Customer states that the vehicle completely died while the customer was picking up her son during lunch. Customer states that the customer wanted to let Conner know this. Transferred to extension 66066 to leave a message for Conner.

CONTACT UPDATE - Customer was contacted today at 10:47AM MST. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

CONTACT UPDATE - Customer was contacted today at 11:16AM MST. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer stated that she did take her vehicle to dealer 44378 and they easily diagnosed her vehicle as needing a new PCM. Customer stated that the dealer repaired her vehicle and she has no other issues at this time.

CLOSED LOOP UPDATE - customer was contacted today at 11:16AM MST. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 2:56 PM. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer called customer and she is concerned that the problem is still reoccurring and the dealer has not fixed the problem. Customer has now gone to new dealer and would like them to find the problem.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the headlights will flash on and off, the needles in the gauges bounce up and down, the radio will turn on and off, and the AC will turn on and off.

Agent called dealer and spoke to Mike, informed that CAIR was being sent. Please update this CAIR with resolution.

#####



Customer Assistance Inquiry Record (CAIR)#						19378913
VIN	2D4GP44LX	7R [REDACTED]	Open Date	03/19/2010	Built Date	11/02/2006
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON		
In Service Dt	05/12/2007	Mileage	32,700	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	
	KALKASKA MI [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	owner complains about lights flickering with the vehicle.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
ongoing electrical issues with my 07 Dodge Grand Carivan Limited Edition
***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I have been in and out of the dealership here in Kalkaskawith electrical issues with my van. It looks like a disco ball going down the road, with the lights flickering. I have been having issues with the electronics since day one. This last issue has been going on for more than two months with the dealership Bill Marsh. I have had a Chrysler Thec look at it and he called a Chrysler Engineer to come up and look at it because he had never seen anything like it. He told me that the Engineer had never seen anything like what he was discribing to him. After the engineer looked at it he determined that it was in the wiring of the heated seats, and that there was no fix to it. I would have to live with it. I spent over \$30,000 for this van and my wife has poeple flashing their lights at here at night because they think she is doing the same. He told me that this was a common problem with the 01 thru 07 vans with heated seats. If this is a common problem, why had he said that he had never seen heard of anything like this before? Why cant new seats be installed in the van if that is what the problem is. Why do I have to live with a problem like this that I have \$30,000 invested in? My interierlight flicker and so do the headlights. You do not even need the heated seats on to have this problem. Just hit the breaks and the headlights dim. What can we do to solve this issue with out me going far/the than this

Dear Phillip:
Thank you for contacting the Chrysler Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. To address your concerns, I reviewed file 19335274. The dealer s factory representative, on 3/11/10 verified that after the most recent replacemnt of the alternator, the vehicle is repaired and operating as designed. If the condition is persisting, please see your dealer for a follow up appointment.
Thanks again for your email.
Sincerely,
Jonathan
LINKED CAIRS

Customer Assistance Inquiry Record (CAIR)# **19379375**

VIN	1D4GP25B6 5B [REDACTED]	Open Date	03/19/2010	Built Date	03/11/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	06/21/2005	Mileage	79,806	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	CORPUS CHRISTI TX [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	lights flickering
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	repeat trips to the dealer for intermittent problem
Dealer - Used Car - Unknown - Unknown - Default	used car

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Warranty repair work not being fixed after near-monthly visits to dealer.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

This is a 2005 Dodge Caravan which I purchased as a used car in March 2008. Beginning in June of 2009, I began experiencing an electrical problem. The vehicle will cause all dashboard gauges to flutter and flicker, the headlights will flicker on and off, and the vehicle at times will loose power causing me to coast to a stop and after a few minutes of trying to restart the vehicle, it eventually re-starts, the radio will make a loud popping sound and go on and off, with the ac/heater off you can feel cold/hot air coming through the air vents. All this occurs mainly at night with the headlights on, the ac/heater on, the radio on and the last couple of times, this has been happening in the daytime, too. I have taken this vehicle to Lithia Dodge of Corpus Christi almost monthly since June 2009 where they have kept it for anywhere from 3 days to almost 2 weeks. This is my only vehicle and it is a major inconvenience to have to keep taking it in for work since the dealership won't give me a loaner vehicle to use. The dealership has cleaned connections and the power distribution unit and even replaced the alternator with no success. The dealership says they have a hard time fixing it because the vehicle must be acting up when it is put on their computer to diagnose what the problem is but it doesn't act up long enough. I picked up the van on Feb. 12, 2010 after the latest time and will be taking it back to Lithia On Thursday March 11, 2010 because it has started acting up, again. Please help me...I am at my wits end.

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

We apologize for the delay in responding to your email message.

We were experiencing system problems which delayed our receipt of your message. We hope the issues have already been resolved to your satisfaction.

If this is not the case, please call us at 1-800-992-1997, between the hours of 8:30 a.m. & 6:00 p.m. EST. Your comments have been recorded in our records.

Unfortunately, given the many variables involved, we are unable to diagnose your used vehicle's problem via email. We are neither engineers nor technicians here at the email center.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

Your dealer has already been in contact with our Service Engineering Group called the 'STAR Center' regarding your concern.

Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)# **19379463**

VIN	1C4GP45RX	5E [REDACTED]	Open Date	03/19/2010	Built Date	09/14/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	03/03/2005	Mileage	63,000	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	OWOSSO MI [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Inop headlamp

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 My van headlight have been turning off while driving, also having other electrical problems.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Comments:
 My mechanic can t find anything wrong with the vechile, no error codes. The interior lights don t always come on when I open the door. When I switch the headlights to low or high the lights are extremely bright once in a while for a short time. My air bag light is on. I seen on the NEWS you will be doing a recall, what is the time frame on a recall? What could be wrong with the headlights turning off while I m driving? The dash lights seem to stay on even when the headlights go out.

Dear [REDACTED]
 Thank you for contacting the Chrysler Customer Assistance Center. I regret the problem your 2005 Town & Country has experienced with the headlamp and appreciate the time and effort you took to bring this matter to my attention.
 Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
 Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
 Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)# 19381688

VIN	2C4GP44R9	5R	Open Date	03/10/2010	Built Date	01/27/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/30/2005	Mileage	50,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	MERRIAM VLG MO	Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	
Product - Electrical - Engine Wiring - Intermittent or Inoperative - Default	

Why is the customer contacting Chrysler? Technical assistance.
 What are the customer's expectations? To have vehicle repaired.
 Customer stated that the dealer can not repair electrical issue with the vehicle. Writer was confirming address, and was disconnected.
 Caller is having electrical problems with the vehicle. Caller stated that the light on the dash, the head light, and the dash gages. Dealer changed the control module, alternator, and the battery.
 Writer referred caller back to the dealer.

Customer Assistance Inquiry Record (CAIR)#						19386177
VIN	1A4GP45R5	6B [REDACTED]	Open Date	03/11/2010	Built Date	10/05/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY		
In Service Dt	02/17/2006	Mileage	66,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	60338	AIRPORT CHRYSLER DODGE JEEP				
Dealer Address	5751 EAGLE VAIL DR					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32822	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ORLANDO FL	[REDACTED]	Country	UNITED STATES		

Product - Steering - Unknown - Other - Default	Steering gear
Corporate - Recall - Default - Default - Default	information
Corporate - Excessive Contacts - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated he needs a steering gear, and he has a question regarding he had to put in a head light switch at 62000 miles.
What are the customer s expectations?
Customer stated seeking any possible assistance on steering gear, and has a question on the head light switch at 62000 miles.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is cell [REDACTED].
When is the preferred call back time? Morning but anytime friday.
Who has possession of the vehicle? dealer
Has the vehicle been diagnosed by a CDJ dealer? yes
Reassigned to 88F
Customer called to confirm that his case was sent to the senior resolution team. Writer informed caller that the case has been sent to the senior resolution team.
***** SENIOR RESOLUTION TEAM *****
-Customer is original owner and has 1 previous CDJR vehicle.
-vehicle is 1 year and 30000 miles OOW
-expired 6/60 SC
CONTACT UPDATE - Customer was contacted today at 12:36pm MST.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Agent spoke with Customer and he asked a technical question about braked and agent advised that regarding that issue and the headlight switch Customer would need to speak with the dealer directly but Agent would discuss the steering gear issue with dealership. Agent advised it would be next week before agent got back with customer.
Why is the customer contacting Chrysler? Customer didn t want to leave a message for his Agent#MW636.
Customer states that he was told the he would be hearing from Melisa, but that was two days ago.

What are the customer s expectations? Customer expects to speak to his SR Agent.

Writer told the customer that he can transfer the telephone call over to Melisa.

Agent spoke with Craig SA at dealership. Diagnosis is that the steering gear needs replaced because the seals were leaking. SA states that this was not due to abuse and that the Arak s are very good and loyal customers. They get all their service work done at the dealership and while doing service (after SC expired) dealer noticed the leak. SA states that these are the kind of people that we should help.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Customer loyalty. According to the dealer, the warranty

costs of the repair are as follows:

Parts = 315.00

Labor = 159.80

With the concurrence of the Service Manager, Craig, the customer will have a co-pay of \$100.00.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Lisa at 800-992-1997 extension # 66151. You may also contact us by email at:

T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 66 60338 03/18/10 15:27 O 19386177

Customer called to thank MW636 for helping customer with case

*Contact Date:03/25/2010

DCX goodwill repair is documented on Repair Order#44877

CAIR RETURNED FROM DEALER ON 3/25/2010 AT 08:43:777 R 19386177

Customer Assistance Inquiry Record (CAIR)# 19394517

VIN	2D4GP44L7 6R [REDACTED]	Open Date	03/15/2010	Built Date	07/29/2005
Model Year	2006	Body	RSKH53	DODGE GRAND CARAVAN SXT	
In Service Dt	08/11/2005	Mileage	84,000	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	25015	HAMPDEN DODGE INC			
Dealer Address	1515 STATE STREET				
Dealer City	SPRINGFIELD	Dealer State	MA	Dealer Zip	01109
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	EASTHAMPTON MA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	headlights turn off and on randomly.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Why is the customer contacting Chrysler?
 Customer called in regarding their vehicle; Customer stated the headlights and the air bag sensors are having issues. Customer stated she will be driving and the vehicles headlights will just shut off. Customer stated that the air bag sensor is showing up on the dashboard. Customer stated she feels unsafe driving this issue and seeking assistance for the issues of the vehicle.

What are the customer s expectations?
 Customer is seeking assistance for the repairs of the headlights and the air bag.

Writer advised the customer that their concerns would be documented and escalated for possible assistance on the vehicle. No guarantees were made.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED]

When is the preferred call back time? Morning or Afternoon.

Who has possession of the vehicle? Customer.

Has the vehicle been diagnosed by a CDJ dealer? no.
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 3:37p.m
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer contacted the customer, she states she was informed that Chrysler would have the vehicle diagnosed when the agent returned the call, writer informed the customer that the vehicle would need to be diagnosed at an authorized dealer before Chrysler could consider oow assistance. Customer states she will not pay to have the vehicle diagnosed and expects Chrysler to diagnose the vehicle. Writer informed the customer of the same information and that once the vehicle is diagnosed Chrysler will evaluate the file. Writer placed the customer on hold while a supervisor was informed of the situation. Writer provided dealer 55528. Supervisor spoke with the customer, writer informed the customer that once the vehicle has been diagnosed at an authorized dealer the file will be evaluated at that time. Writer informed the customer that there may be a diagnostic fee and that is the responsibility of the customer, customer states she will contact the dealer sometime next week. Writer informed

the customer that a follow would be made, the customer states she will contact the agent when she has the time to take the vehicle into the dealer.

per KM663

CONTACT UPDATE - Customer was contacted today at 10:55AM MST.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

CONTACT UPDATE - Customer was contacted today at 9:29AM MST.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

CONTACT UPDATE - Customer was contacted today at 2:39PM MST.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

CONTACT UPDATE - Customer was contacted today at 8:26AM MST.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

CLOSED LOOP UPDATE - customer was contacted today.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# 19395495

VIN	2D4GP44L0 5R [REDACTED]	Open Date	03/15/2010	Built Date	03/30/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	03/30/2004	Mileage	99,500	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	41838	OURISMAN DODGE INC			
Dealer Address	5900 RICHMOND HWY				
Dealer City	ALEXANDRIA	Dealer State	VA	Dealer Zip	22303
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ALEXANDRIA VA [REDACTED]	Country	UNITED STATES		

Product - Engine - Oiling System / Pan / Pump - Other - Default	Oil Pressure Sending Unit
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states he needs his oil pressure sending unit replaced.
 What are the customer s expectations?
 Customer believes it is covered under his warranty.
 ****End structured narrative T2 - Beginning Narrative
 Customer states his headlights turn off and on randomly.
 Writer transferred customer to service contracts to see if they can find
 out if the part is covered.

Customer Assistance Inquiry Record (CAIR)# **19397881**

VIN	1D4GP24R7 5B [REDACTED]	Open Date	03/16/2010	Built Date	12/15/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	12/17/2004	Mileage	74,000	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	41561	GOECKNER BROS INC			
Dealer Address	600 EAST FAYETTE				
Dealer City	EFFINGHAM	Dealer State	IL	Dealer Zip	62401
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	TEUTOPOLIS IL [REDACTED] -	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 What are the customer s expectations?
 ****End structured narrative T2 - Beginning Narrative
 Customer called to have her issue documented that at times her headlights do not work, then they work again, they are working fine now, she has not been to a dealer.

Customer Assistance Inquiry Record (CAIR)# 19412765

VIN	1D4GP45R6 5B [REDACTED]	Open Date	03/22/2010	Built Date	11/10/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	05/25/2005	Mileage	76,642	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	43491	GLADSTONE DODGE INC			
Dealer Address	5610 NORTH OAK				
Dealer City	GLADSTONE	Dealer State	MO	Dealer Zip	64118
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	INDEPENDENCE MO [REDACTED]	Country	UNITED STATES		

Product - Air Conditioning / Heater - Unknown - Other - Default	The AC will turn on and off by itself.
Product - Electrical - Lamps and Switches - Defective - Default	The headlights will flash on and off by themselves.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	The needles in the guages bounce up and down.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	radio will turn on and off by itself.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer is still having with the vehicle.
 What are the customer s expectations?
 to have the case re-opened for the unresolved concern.
 ****End structured narrative T2 - Beginning Narrative
 Per previous Cair# 19374835. The customer states she is still having the same problems. The just happened again last night. Customer called to make sure the case was not closed. Writer advised it has been closed but a new case can be opened and sent back to the senior resolution team. Customer is going to take the vehicle back to the dealer 43491. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
 Preferred Morning/Midday & Afternoon/Evening call back number is Cell# [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? 43491
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 2:58 PM.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Writer called customer and she is concerned that the problem is still

reoccurring and the dealer has not fixed the problem. Customer has now gone to new dealer and would like them to find the problem.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the headlights will flash on and off, the needles in the gauges bounce up and down, the radio will turn on and off, and the AC will turn on and off.

Agent called dealer and spoke to Mike, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 74 43491 03/23/10 14:59 O 19412765

The customer called needing a vehicle as her vehicle is in the shop with no resolution. Mike the SM will let writer know when the case is available for assignment to 88r.

*Contact Date:03/25/2010

Service Manager at the dealership has updated the Cair# 19412765

The vehicle has been diagnosed.

Vehicle is at dealership however issue has not been duplicated as of 3/29/10

0

Customer called for case manager, transferred to 66076 customer requesting to speak to district manager about repair on vehicle not being done completely and correctly. customer wants rental vehicle while vehicle is being repaired at dealership. customer has not received callbacks as promised per chrysler agents. customer is seeking chrysler to offer free rental while vehicle is being repaired. Writer advised customer that vehicle is out of warranty and that chrysler does not offer rental vehicles as part of repair services. Writer advised customer that case is still being addressed by case management department and that callback will be made by that department. customer disconnected call. am concurs with rental request as vehicle is far outside warranty Mike, please update.

*Contact Date:04/07/2010

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/07/2010 AT 08:47:859 R 19412765

Customer states she never received a call from her case manager CR769 as promised. Writer explained that the dealership had the case and had informed the customer of the status, then the case was closed. Customer stated she wanted to make sure her case was closed because she traded in the vehicle on 05/16/09 and she made sure it was not a Dodge or Chrysler product.



Customer Assistance Inquiry Record (CAIR)#						19425014	
VIN	2C4GP54L7	5R	Open Date	03/26/2010	Built Date	06/27/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	07/27/2005	Mileage	1	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	67023	SCOTT CHRYSLER					
Dealer Address	2120 33RD STREET						
Dealer City	ALLENTOWN	Dealer State	PA	Dealer Zip	18103		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	CENTER VALLEY PA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default | Headlights.

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states that the headlights on her vehicle turn off.
 What are the customer s expectations?
 Customer wants to know if this is a recall.
 ****End structured narrative T2 - Beginning Narrative
 Customer called in stating that the headlights on her vehicle went off.
 Customer states that she wants to know if this is a recall since the internet shows alot of customer having the same issue.
 Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.
 Customer states that she needs to know what chrysler is doing for customers with this issue. Cusotmer was informed that unless therer is a recall or a bulletin the issue might be under investigation but as off right now there is not recall. Customer stated that she will find a different way to deal with this.

Customer Assistance Inquiry Record (CAIR)# 19429118

VIN	2C4GP44R0	5R [REDACTED]	Open Date	03/29/2010	Built Date	06/25/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	07/26/2005	Mileage	93,927	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68736	BLACKWELL-BALDWIN DODGE INC				
Dealer Address	1660 BUSINESS 60 WEST					
Dealer City	DEXTER	Dealer State	MO	Dealer Zip	63841	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	POPLAR BLUFF MO [REDACTED]			Country	UNITED STATES	

Dealer - By-Pass - Default - Default - Default	
Product - Electrical - Lamps and Switches - Other - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 customer states his head lights go out at night customer states dealer states they can not fix the problem only unless it is happening. customer states that is impossible when it happens at night and dealer is closed.
 What are the customer s expectations?
 customer wants his vehicle repaired for the safety of his family.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? (Owner
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)Y
 If a CDJ dealer has diagnosed, what is the dealer name or code?68736
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 CONTACT UPDATE - Customer was contacted today at 11:15 AM.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Writer called dealer and spoke with SA Justin, he alleges the last time the customer was in was on 01/07/08. Writer called customer and he alleges that he has spoken with the dealership and have an appointment on 04/10/10. Writer informed the customer that we will send over a unresolved concern to get the DM involved.
 ##### DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
 The unresolved concern is CUSTOMER WILL BE DRIVING DOWN THE ROAD AND HIS HEAD LIGHTS WILL JUST TURN OFF. PLEASE SPEAK WITH THE DM AND STAR TO DETERMINE WHAT CAN BE DONE.
 Agent called dealer and spoke to Justin, informed that CAIR was being sent. Please update this CAIR with resolution.

REASSIGNED TO BC/DLR 51 68736 03/30/10 11:15 O 19429118
AM on Vacation

*Contact Date:04/06/2010

Service Manager at the dealership has updated the Cair# 19429118
An appointment has been set with the customer.

4-9-10 - Chrysler ASM is involved. Appt set for 4-10.

The customer stated that he took the vehicle in on Saturday, they found that the an error and it was the headlight switch. The customer stated that he was under the impression that we are going to cover the repair as well. Writer reviewed the file and explained that we offered to assist in finding the issue which we have done the customer is now requesting that we cover the repair of the headlight switch which is around \$150.00. The customer stated that he will not buy another Dodge.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

*Contact Date:04/13/2010

Service Manager at the dealership has updated the Cair# 19429118

The vehicle has been diagnosed.

*Contact Date:04/13/2010

Service Manager at the dealership has closed the Cair# 19429118

Customer pay repair is documented on Repair Order#91937

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/13/2010 AT 04:05:715 R 19429118

Customer Assistance Inquiry Record (CAIR)# **19440529**

VIN	2D4GP44L8	5R [REDACTED]	Open Date	04/01/2010	Built Date	06/29/2005	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/28/2005	Mileage	71,000	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44115	CROTON DODGE					
Dealer Address	365 SOUTH RIVERSIDE AVE						
Dealer City	CROTON-ON-HUDSON			Dealer State	NY	Dealer Zip	10520
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	BRIARCLIFF MANOR NY [REDACTED]				Country	UNITED STATES	

Dealer - Parts - Personnel - Other - Unknown

Caller states the headlights are going on and off. States the dealer told her the power distribution center needs to be replaced. States the dealer doesn't have the part for another 4 days. States her son is supposed to take the car out of town on Sat. States she asked if there is a way to overnight the part. Caller is asking writer to see if there is a way to have the part issued faster.
 Writer informed caller that the part and order# will be needed to track the part through...No information for being able to overnight the part is available yet we can track the part if we have an order/part number and the dealer who ordered it. Caller states she only wants to know if she can contact the distribution center. Informed caller that information is not available. Caller unhappy

Customer Assistance Inquiry Record (CAIR)# 19442881

VIN	2D4GP44L1 5R [REDACTED]	Open Date	04/02/2010	Built Date	07/06/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	07/30/2005	Mileage	43,000	Dealer Zone	35 WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	68305	THREE RIVERS CHRYSLER JEEP DODGE,	LLC
Dealer Address	2633 W LIBERTY AVE		
Dealer City	PITTSBURGH	Dealer State	PA
		Dealer Zip	15216

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	PITTSBURGH PA [REDACTED]	Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	switch assembly
Product - Air Conditioning / Heater - Evaporator - Defective - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer is contacting Chrysler to seek assistance with a problem that shouldn't be happening.
 What are the customer's expectations?
 Customer expects Chrysler to provide assistance even though he is out of warranty.
 ****End structured narrative T2 - Beginning Narrative
 Customer states his vehicle was taken to the dealership with lots of issues and the repairs shouldn't be happening in the first place. Customer wonders if there is something that can be done for them. Customer states the switch assembly that controls turn-signals and lights and it has gone bad. Customer states if this was an older car, the issues would be understandable. Customer states the rear air-conditioning evaporator needs to be repaired/replaced. Customer states these things should not be going bad. Customer wants to know if Chrysler can assist with these problems because in both cases this should not have happened. Writer informed customer that based on the fact that he is out of warranty, no guarantee could be made, but his case would be submitted to a case manager who would review his situation more in depth to determine if Chrysler could assist with the problem. Writer informed customer that his case would be submitted to a case manager who would work with his situation to provide possible assistance and if possible. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Afternoon call back number is [REDACTED] Preferred Afternoon/Evening call back number is ~Same Number~
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68305
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 Agent contacted dealer 68305 and spoke with SM Frank who stated that he would need to get further information and requested that the agent call

back tomorrow.

CONTACT UPDATE - Customer was contacted today at 9:07 am mst
Agent advised the customer who stated that the spoke with the SA Mike
five minutes ago and he was told that Chrysler had not contacted the
dealer yet. The agent advised that the SM and the Agent spoke and the
agent would be looking further into this with the SM tomorrow.

Agent contacted dealer 68305 and spoke with SA Mike stated that the
dealer had the customer pay for \$100.00 A/C repair and the customer paid
on labor and part on the headlight switch.

2nd attempt made to contact customer on 4/8/10 at 2:03 pm mst

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

Agent will attempt one more follow up call on customer satisfaction.

3rd attempt made to contact customer on 4/9/10 at 3:53 pm mst

Left detailed message for a return call if required.

CLOSED LOOP UPDATE - customer was contacted today at 3:53 pm mst

Customer was reminded if their concern recurs, they will need to call the
800 number to establish a new file, which will be assigned to the Senior
Resolution Team.

Customer Assistance Inquiry Record (CAIR)#						19453145
VIN	2C4GP54L1	5R	Open Date	04/07/2010	Built Date	11/10/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	02/25/2005	Mileage	77,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	51437	ILDERTON DODGE-CHRY JEEP				
Dealer Address	701-709 S MAIN ST POB350					
Dealer City	HIGH POINT	Dealer State	NC	Dealer Zip	27260	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HIGH POINT NC				Country	UNITED STATES
Product - Electrical - Unknown - Other - Default						Unresolved concern
Corporate - Product Information - Default - Default - Default						

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states all electrical components in dash flash on and off and now vehicle shuts off
What are the customer s expectations?
Customer is seeking answers for issue
****End structured narrative T2 - Beginning Narrative
Customer states the dash lights and headlights keep flashing on and off on her vehicle. Customer states she knows this is a common problem from the internet. Customer states she has had vehicle in shop four times with same issue and no resolution. Customer states many different parts have been replaced in vehicle including the battery with no resolution. Customer states the vehicle is getting progressively worse as now the vehicle shuts off as well. Customer is seeking to have issue resolved. Customer states she feels the dealer does not what to do next with vehicle. Customer states the dealer is not calling back with answers. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is -cell Preferred Afternoon/Evening call back number is -cell
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
***** CASE MANAGER TEAM *****
Writer called dealer 51437 and left a voice mail message requesting call back.
CONTACT UPDATE - Customer was contacted today at 12:12PM MST
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
NEXT AGENT
If customer calls back please confirm which dealer she has been working with most recently.
If dealer calls please document the last time vehicle was diagnosed and what the customer was told regarding diagnosis.
Ilderton Dodge is the dealer she has been working with most recently.

Customer stated the dealer called her and asked her to bring the van back.

Writer called the dealer to speak with the SM, he is out on medical leave. Writer spoke with SD Steve. SD states that he is familiar with the car and there has not been a clear diagnostic on the vehicle yet due to the customer not being able to wait. Customer was last in on 3/23/10 at 77,126 miles. SD states that he will contact the customer and get the issue taken care of. SD states he will either use DSA or it will be at the dealerships expense.

CONTACT UPDATE - Customer was contacted today at 1:14 pm MST.

Writer got the VM of the customer. Writer left customer a message informing the customer that the SD would like to get the vehicle back into the dealership and would like to take care of the customer. Writer advised customer to call the dealer and speak with the SD.

CLOSED LOOP UPDATE - Writer is closing the case SD will take care of the customer.

Customer Assistance Inquiry Record (CAIR)#						19459042
VIN	2C4GP54L2	5R	Open Date	04/09/2010	Built Date	02/14/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	07/16/2005	Mileage	54,300	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	23109	TENAFLY CHRYSLER JEEP INC				
Dealer Address	95 COUNTY ROAD					
Dealer City	TENAFLY	Dealer State	NJ	Dealer Zip	07670	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	POMPTON LAKES NJ [REDACTED]				Country	UNITED STATES
Corporate - Dealer Information - Default - Default - Default						
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default						

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that the vehicle headlights are not coming on. Customer states he took the vehicle to a dealership before he went to Florida on vacation to fix the problem under their CSC with a \$50 deductible because the dealership made a mistake so they cut the deductible in half and they reset the computer that controls the light. Customer states that he is on vacation now and the problem has started again, customer states he is concerned about how is he supposed to drive home at night tomorrow while his head lights are not working.
What are the customer s expectations?
Customer states that he should be reimbursed for the cost of the deductible and repairs if he has to pay for the same repair twice.
****End structured narrative T2 - Beginning Narrative
Writer sympathized with customer and referred him to dealer 60009 for assistance.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred call back number is [REDACTED].
Who has possession of the vehicle? Owner.
Has the vehicle been diagnosed by a CDJ dealer? Yes.
If a CDJ dealer has diagnosed, what is the dealer name or code? Unknown.
Reassigned to 88F
***** CASE MANAGER TEAM *****
[REDACTED] number provided in cair is incorrect and cannot be dialed.
No other number available.
*** IF CUSTOMER calls in again please gather all contact information
CONTACT UPDATE - Customer was contacted today at 3:32 pm
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Agent has not heard from customer and cannot contact.

Customer Assistance Inquiry Record (CAIR)#						19461635
VIN	2C4GP54L3	5R	Open Date	04/12/2010	Built Date	09/28/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	10/25/2004	Mileage	123,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66625	GILLIE HYDE DODGE-CHRYSLER-JEEP				
Dealer Address	610 HAPPY VALLEY RD					
Dealer City	GLASGOW	Dealer State	KY	Dealer Zip	42141	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	BOWLING GREEN KY				Country	UNITED STATES
Corporate - Maintenance Requirements - Default - Default - Default						Intermittent lights
Dealer - By-Pass - Default - Default - Default						

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Four the last ten months my van has had electrical seiquires, erratic and cud den with mo apparent cause. My gauges and lights jump and dance. My headligh ts went out at night! It hesitates at idle

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

US Customer Service - Chrysler Brand Site

Brief Description:

Four the last ten months my van has had electrical seiquires, erratic and cudden with mo apparent cause. My gauges and lights jump and dance. My headlights went out at night! It hesitates at idle

Comments:

I have had my van to many mechanics--they all say 'no code comes up' I am appalled that the designer and builder of a fine vehicle cannot assess a problem as dangerous as this is. I cannot go anyplace at night for fear the headlights will suddenly decide to go out. It is NOT safe to be sitting at an intersection and the van engine hesitates as the light turns

green--those behind me expect me to go--I am terrified of a rear-end collision for personal and vehicular reasons. I have spent over \$1000 trying this and that. I even paid a GM mechanic online to give us a diagnosis--he was wrong! I have enjoyed this vehicle very much--I do not want to trade--however, this puts a pretty rotten taste in my mouth thinking of buying another Chrysler--what if you all do not know how to fix

the next one? I have heard of a few other vans doing this crazy electrical dance--have there been any recalls because of these problems? Where do you recommend I go? These dealers don t know how to fix it. I am

mad and I am so very tired of getting the runaround every place I turn. Please give me an answer that is true, concise and RIGHT! If you cannot find the answer to this puzzle--you owe me something for all the time, energy, disappointment and stress you have caused me and my family.

*****END OF CUSTOMER EMAIL*****

Dear Linda:

Thank you for contacting the Chrysler Customer Assistance Center. Your email was reviewed by Customer Care for Chrysler vehicles and has been forwarded to a more appropriate area for their attention and

response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

*****THIS HAS BEEN APPROVED BY SJ372 FOR ESCALATION TO 88F*****

***** CASE MANAGER TEAM *****

Customer is the 2nd owner of vehicle. No other CDJR vehicles in household history. No service contract.

CONTACT UPDATE - Customer was contacted today at 3:21 pm MST on phone number 270-781-5618. Writer left a voice message.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

If customer calls in, please verify which dealerships she has taken her vehicle to.

Customer called in stating tha she received a call from a agent and is returning her call back . Customer stated that she took her vehicle to Gillie hyde dealer (dealer code 66625). Customer states that she wants a resolution and was transferred to extension 66308 to CM VM.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is multiple electrical issues.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 42 66625 04/14/10 15:04 O 19461635
4/16/10 DM talked to SM Bradley. Already performed a repair. He will call the customer for any other issues.

Today the van has scared me. It has done its disco thing constantly and tried to stall at idle at traffic lights MANY times. It even lunged forward one time when it decide d to go. I will not be driving it any longer--who wants to take my van and drive it to see its antics? Who wants to wonder if the engine will quit at any moment? I have not been called about this by a case manager. I expect somebody to take this situation seriously!! I expect Chrysler to build quality products. I have researched through the internet and discovered that this disco dashboard stuff is not new! Why can t the dealers diagnose and fix it? My confidence in Chrysler is hitting bottom. Please reply with some option. I am now without transportation until you do something--wanna walk in MY shoes?

*****END OF CUSTOMER EMAIL REPLY*****

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center. Your email was reviewed by Customer Care for Chrysler, Dodge and Jeep vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL REPLY*****

*****THIS HAS BEEN APPROVED BY SJ372 FOR ESCALATION TO 88F*****

***** CASE MANAGER TEAM *****

GILLIE HYDE dealership was contacted today at 12:42 pm MST. Writer requested to speak SM, Bradley, but he wasn t able to come to the phone. Writer left a message with the receptionist, inquiring if customer has contacted SM about the electrical issue happening again. Writer provided toll free number and extension for a call back.

Dealer calls back with information previously requested.

Dealer transferred to original agent working CAIR to EXT: 66308.

Writer advised the customer that case manager will call back.

writer transferred

GILLIE HYDE dealership was contacted today at 2:07 pm MST. Writer spoke with SM, Bradley, who stated they haven't seen this vehicle for a couple of months now and haven't been contacted about the electrical issues that customer is calling CAC about. Writer advised that customer will be advised to bring the vehicle in for a diagnosis.

CONTACT UPDATE - Customer was contacted today at 2:12 pm MST on phone number [REDACTED]

Customer claims she has taken the vehicle to the GILLIE HYDE dealership 3 times now without a resolution. Customer understands that her vehicle is out of warranty, and is not requesting any type of out of warranty assistance, she is just wanting to find someone who can properly diagnose her vehicle and repair it. Customer states she is going on a few trips in May, so writer found dealerships that she could contact in the areas she will be in. Writer suggested BOB FRENSLEY (67396) while customer is in Nashville, TN., CARDINAL (43705) while customer is in Louisville, KY., and EXPRESSWAY (44124) while customer is in Evansville, IN. Writer suggested calling before hand to schedule an appointment on the days she will be in the area, so she's guaranteed to have her vehicle looked at. Writer informed that a follow up call will be made at the end of May to see if things have been taken care of.

Customer calls requesting to speak with CM1101

Customer/Caller transferred to extension # 66308

Customer Assistance Inquiry Record (CAIR)#						19472986
VIN	2A4GP54L1	7R [REDACTED]	Open Date	04/15/2010	Built Date	05/12/2007
Model Year	2007	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON		
In Service Dt	06/22/2007	Mileage	34,800	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	57081	GALEANA'S VAN DYKE DODGE				
Dealer Address	28400 VAN DYKE AVENUE					
Dealer City	WARREN	Dealer State	MI	Dealer Zip	48093	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	NEW HAVEN MI [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states that when she turn the heated seat on the interior lamps and headlamps dim a little and they are telling her that is a normal operating condition
 What are the customer s expectations?
 Customer expects to receive an answer
 ****End structured narrative T2 - Beginning Narrative
 Customer states that she took the vehicle to the dealership because when she turn the heated seat on the interior lamps and headlamps dim a little and they are telling her that is a normal operating condition but she is worried about that and wanted to know what she can do. Writer advised the customer please take the vehicle to a different dealership for a second opinion and contact us if she needs assistance from Chrysler with that issue.

Customer Assistance Inquiry Record (CAIR)#	19496341
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VIN	2D4GP24R3 5R [REDACTED]	Open Date	04/23/2010	Built Date	09/29/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	03/30/2005	Mileage	88,200	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	54982	BETTENHAUSEN MOTOR SALES INC			
Dealer Address	17514 S OAK PARK				
Dealer City	TINLEY PARK	Dealer State	IL	Dealer Zip	60477
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OAK FOREST IL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
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****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer called needing to know if the headlight switch is covered or not.
 What are the customer s expectations?
 The needs to know if this is covered and writer will transfer to SC
 ****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# 19524313

VIN	1D4GP24R2 5B [REDACTED]	Open Date	05/05/2010	Built Date	10/12/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	10/29/2004	Mileage	72,000	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	41943	GANLEY DODGE INC			
Dealer Address	123 BROADWAY AVENUE				
Dealer City	BEDFORD	Dealer State	OH	Dealer Zip	44146
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SOLON OH [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Cooling System - Radiator - Leaks - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states her airbag sensor and wiring need to be replaced.
 What are the customer s expectations?
 Customer expects Dodge to cover the cost of the repair.
 ****End structured narrative T2 - Beginning Narrative
 Customer states when her vehicle was under warranty the air bag light was staying on and was told she needs the sensor and wiring need to be done. Customer states that now she is having the same problem. Customer states she would like Dodge to cover the cost of the repair for the air bag that she was quoted at \$289.00 for. Customer states she had diagnostic don at dealer 41943 and was told other things where found as well; customer states she was told there is a leak in the lower radiator but she got a second opinion from an IRF and was told they cannot find a leak. Customer would like to have case manager ask about the leak.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred call back number is [REDACTED] (cell).
 Who has possession of the vehicle? Owner.
 Has the vehicle been diagnosed by a CDJ dealer? Yes.
 If a CDJ dealer has diagnosed, what is the dealer name or code? 41943.
 Reassigned to 88F
 Customer states she took her vehicle to dealer for the air bag when vehicle had only 26,000 miles. Customer states she called the dealer about the leak. Customer states Rainbow Muffler she took vehicle to changed the radiator fan relay and fan still did not come on as well as was unable to find a leak with the radiator. Customer states Rainbow Muffler has had her vehicle for two days and no leak was found. Customer states she feels the dealer should pay for the tow as she states vehicle needs to get the dealer.
 ***** CASE MANAGER TEAM *****

CONTACT UPDATE - Customer was contacted today at 12:41 pm mst
The customer stated that on 5/3/10 her vehicle went to dealer 41943 and was told that she needs a headlight swith, air bag sensors, a new radiator, and a new fan radiator relay. The customer stated that they were quoted \$1,500. The customer stated that due to the price she went to Rainbow Muffler who had told her that they could not find a leak in the radiator. The customer stated that the IRF replaced the radiator fan which did not solve the problem. The customer stated that the IRF cannot find a leak in the radiator. The customer stated that the vehicle had been to the dealer at 26,000 miles for the airbag sensor problem and it was fixed then. The customer stated that they would like to have Chrysler pay for the towing back to the dealer. The customer took the vehicle to the IRF due to the cost of the dealer for the radiator repairs because they were less expensive. Agent advised as the customer went to the IRF on their choice the towing to the dealer would be at their cost. Agent advised at this mileage and age of the vehicle the radiator repairs would be at the customer s cost. Agent advised that the agent would review for goodwill on the air bag sensor on 5/10./

2nd attempt made to contact customer on 5/12/10 at 2:39 pm mst
Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

3rd attempt made to contact customer on 05/14/10 at 2:38 pm mst
Left detailed message for a return call if required.

4th attempt made to contact customer on 5/18/10 at 2:31 pm mst.
Left detailed message for a return call if required. The customer stated that they took their vehicle to the dealer and told them that the dealer said that she needed a headlight switch, radaitor repairs, air bag sensor. The customer stated that they took the vehicle to an IRF and the IRF replace the radiator fan relay, which did not fix the problem and the radaitor still overheated. The customer stated that the IRF said that the wiring was corroded and broken underneath the harness. The customer stated that the IRF told her there was not a hole in radiator. The customer stated that they took the vehicle back to the dealer. The customer stated that they gave the diagnosis to the dealer. The customer stated that the dealer looked at her wiring and said it was bad. The customer stated that the dealer asked her who had been messing with the wires. The customer stated that she has had numerous repairs at the dealer and they were the only ones to be under the hood other than the IRF that the vehicle was at recently. The customer stated that the dealer did an egr valve that the customer did not even need. The customer stated durring one of the times the dealer looked at the wires in the past they did not handle the repair properly. The customer stated that they had to pay for the airbag wiring still because it was a different place. The customer stated that they paid \$112.00 for the wiring, \$110.00 for the misdiagnosis, and \$168.00 for the IRF. The agent advised that Dodge would be willing to reimburse \$112.00 for the airbag wiring. Agent gave all necessary information for reimbursement by mail.

Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

CLOSED LOOP UPDATE - customer was contacted today at 2:51 pm mst
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# **19531038**

VIN	2C4GP44R3	5R [REDACTED]	Open Date	05/07/2010	Built Date	09/24/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	10/06/2004	Mileage	134,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	49947	WALSER'S/GE CAPITAL FLT SERV				
Dealer Address	3 CAPITAL DR					
Dealer City	EDEN PRAIRE	Dealer State	MN	Dealer Zip	55344	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	FRUITPORT MI	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default Headlights are intermittent.

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states that her headlights aren t working properly.
 What are the customer s expectations?
 Customer wants info
 ****End structured narrative T2 - Beginning Narrative
 Customer states that her headlights don t work. Customer states that she has to try several times to get them to work. Customer states that this is a safety issue. Customer wants to know if there is a fix for this.
 Customer states that her IRF can t do this.
 Writer gave her the nearest dealerships info.

Customer Assistance Inquiry Record (CAIR)#						19550055
VIN	2C4GP54L0	5R [REDACTED]	Open Date	05/14/2010	Built Date	11/18/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	03/01/2005	Mileage	61,700	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45120	DODGE OF NAPERVILLE, INC.				
Dealer Address	1565 WEST OGDEN AVENUE					
Dealer City	NAPERVILLE	Dealer State	IL	Dealer Zip	60540	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	PLAINFIELD IL [REDACTED]	Country	UNITED STATES			

Product - Electrical - Unknown - Intermittent or Inoperative - Default

Customer claims her vehicle has had the attempted repair 3 times now fuel injection pump, claims once the technician has put it on backward, claims CarMax has sent vehicle to the dealer, claims issue had been all winter, claims the dash lights head lights and radio will start flickering, switch on and off, and then the warning bells go off, seems to happen when idling, feels like the car will stall but doesn't, has a 3rd party SC with CarMax, requesting assistance with repairs. Writer advised customer to contact CarMax regarding the needed repairs.

Customer Assistance Inquiry Record (CAIR)#						19550211	
VIN	2C4GP54L2	5R	Open Date	05/14/2010	Built Date	04/23/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	05/14/2004	Mileage	70,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	59714	HARRY HUMPHRIES AUTO CITY INC					
Dealer Address	311 COMMERCIAL PKWY						
Dealer City	DOVER	Dealer State	OH	Dealer Zip	44622		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	PRT WASHINGTN OH				Country	UNITED STATES	
Product - Electrical - Unknown - Other - Default							

5/14/2010 BC recieves OH AG letter customer has concerns with headlights closest dealer appears to be Hary Humphires. Please conatct the customer review concern and handle on merits. Please respond to writer for response to AG.

DM, is reviewing customer concerns.

DM contacted customer, customer stated one night she was driving and her headlights flickered. DM instructed customer to bring her vehicle to the closest dealer 59714 for diagnosis.

DM, dealer 59714 has attempted to contact customer.

DM, SM mike at dealer 59714 spoke to customer and explained that they would need to diagnose customers concerns to resolve it, and vehicle is out of warranty by 3 years and any diagnostic fees she would be responsible for, customer stated she need to speak with her husband and would call the dealer back if they decide to proceed.

DM, dealer followed up with customer, she does not want to proceed with diagnosis or repair.

6/11/2010 crm sent note same gpj

Customer Assistance Inquiry Record (CAIR)# **19550533**

VIN	1D4GP24R0 5B [REDACTED]	Open Date	05/14/2010	Built Date	05/19/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	09/30/2004	Mileage	100,000	Dealer Zone	51 CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44520	SHERMAN DODGE			
Dealer Address	7601 N SKOKIE BLVD				
Dealer City	SKOKIE	Dealer State	IL	Dealer Zip	60077
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	GRAYSLAKE IL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default

Customer stated that when it is raining or humid the headlights don't want to turn on. It seems that they have to turn it on and off a bunch of times to get it to work. Customer had not brought it to a chrysler/Dodge dealership to have this looked at. Customer stated he wants to have this done. Customer stated that he is in the market for a new vehicle but if this concern is not taken care of he will not be purchasing a vehicle from us.

Working hours - [REDACTED]

Night time - [REDACTED]

*****END OF NARRATIVE*****

Escalating as customer is seeking goodwill assistance

*****END OF RATIONALE FOR ESCALATION*****

***** CASE MANAGER TEAM *****

CONTACT UPDATE - Customer was contacted today at 1:47

Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.

Customer calls requesting to speak with WH209

Customer/Caller transferred to extension # 66169

Customer calls requesting to speak with WH209

18 Customer/Caller transferred to extension # 66169

2nd attempt made to contact customer on 5/19 3:32

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

Customer calls requesting to speak with ?Wh209?

Customer/Caller transferred to extension # 66169

Customer states that his head lights turn off and on while he is driving.

Customer states that the vehicle has an intermittent problem.

Customer states that he would like chrysler to pay for the diagnosis on the vehicle.

Customer states that chrysler has a problem their head lights and we should be covering the repairs for free. Customer is stating that this is going to be a recall and

Customer states that he is going to post adds about chrysler.
Customer states that he wants a supervisor to call him back.
Agent filed out the proper paper work and will submit to a supervisor.
Supervisor

Writer has verified that the customer has only one Chrysler vehicle.
No service contract.

Writer called dealer SM Mike and was advised that the customer has no
loyalty. Mike stated the customer hasn t been in since 2006.

Writer called customer and left message requesting a call back.

Chrysler/Dodge will not offer any assistance.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer called in and was advised of decline.

Customer Assistance Inquiry Record (CAIR)# 19578441

VIN	2D4GP44L6 5R [REDACTED]	Open Date	05/25/2010	Built Date	05/06/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON	
In Service Dt	05/20/2004	Mileage	90,000	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	59811	MUSIC CITY DODGE INC			
Dealer Address	710 MURFREESBORO RD				
Dealer City	NASHVILLE	Dealer State	TN	Dealer Zip	37210
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NASHVILLE TN [REDACTED]	Country	UNITED STATES		

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer alleges that there is an electrical issue with the vehicle.
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****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated that all the lights on the instrument panel will come on and off. Customer stated that the lights and headlights will flash. Customer stated that the vehicle stalled because of the issue. Customer stated that she was just diagnosed with vertigo and can not get around easily. Customer alleges that she is flood victim of Nashville, Tennessee.
 What are the customer s expectations?
 Customer is seeking for a resolution to this issue at no cost to her.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 The vehicle is 54,000 miles out of the 3/36 warranty and 20,000 miles out of the 7/70 warranty. The customer is also 20,000 miles out of the service contract as well.
 **** GOODWILL ASSISTANCE HAS BEEN DECLINED ****
 Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

 CONTACT UPDATE - Customer was contacted today at 8:58 AM. Customer was provided with the decline.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **19592995**

VIN	1D4GP45R1 5B [REDACTED]	Open Date	06/01/2010	Built Date	09/08/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	02/01/2005	Mileage	75,274	Dealer Zone	42 DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	26334	SOUTHFIELD CHRYSLER PLYMOUTH JEEP	EAGLE		
Dealer Address	28100 TELEGRAPH ROAD				
Dealer City	SOUTHFIELD	Dealer State	MI	Dealer Zip	48034
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	DETROIT MI [REDACTED]	Country	UNITED STATES		

Referral - Service Contracts - Default - Default - Default

Why is the customer contacting Chrysler?
 Customer states her vehicle is having headlight switch issue, and she would like to know if service contracts would cover the repair.
 What are the customer s expectations?
 Customer expecting service contract coverage information.
 Writer advice customer that she will be transferred to service contract, writer provided phone number [REDACTED]

Customer Assistance Inquiry Record (CAIR)# **19602501**

VIN	1D4GP24RX 5B [REDACTED]	Open Date	06/03/2010	Built Date	03/26/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	04/02/2004	Mileage	43,000	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	41461	DOAN DODGE			
Dealer Address	4477 RIDGE RD W				
Dealer City	ROCHESTER	Dealer State	NY	Dealer Zip	14626
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ROCHESTER NY [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Brakes - Disc Brake Assy/Calipers - Other - Unknown	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

customer called in as the air bag light came on.I ask him if he took it to dealership and he did and the dealership replace the airbag sensor.Now the light came on again and he also having a few other problems with his vehicle.The headlight wont come on and at night the fuel light wont come on.They also had to put brake on four times.I once again advise him to take to dealership and have them check his problems out.I also advise him that I will escalate it up to a case manger to see what we can do for him.the customer can be reached at [REDACTED].I also check to see if he had any recall incomplete on his vehicle and there were none.he did have a recall #g09 done on his vehicle (reference # 208089) and it was completed on 08/16/2007

***** CASE MANAGER TEAM *****

-2nd owner
 -No other household vehicles
 -Out of warranty by 7,000 miles and by over 3 years
 -No CSC

CONTACT UPDATE - Customer was contacted today at 1:39 PM MST
 Writer spoke to the customer. Writer notified the customer that the only thing we would consider offering assistance on the vehicle would be the air light since there was a recall related to that issue.
 Customer will call back once the vehicle is diagnosed.
 Writer spoke to the customer. He states they just got back from there grand daughters graduation. He is going to be getting the vehicle diagnosed but isn t sure when. Customer will call back once the vehicle has been diagnosed.
 Writer called the customer. Writer notified the customer that it was Ryan calling from Dodge. He was getting a call on the case he had opened up with us on the 2005 DODGE GRAND CARAVAN. Writer asked if he was able to get the vehicle diagnosed. Customer stated he wasn t interested and hung

up.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19613057
VIN	1A4GJ45R1	7E [REDACTED]	Open Date	06/07/2010	Built Date	08/30/2006
Model Year	2007	Body	RSYH52	CHRYSLER TOWN & COUNTRY SWB WAGON		
In Service Dt	09/19/2006	Mileage	39,800	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	59592	KILE DODGE CHRYSLER JEEP				
Dealer Address	511 S LEE HWY					
Dealer City	CLEVELAND	Dealer State	TN	Dealer Zip	37311	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CLEVELAND TN [REDACTED]				Country	UNITED STATES

Product - Electrical - Body Control Module - Intermittent or Inoperative - Default	Customer alleges the BCM would cause strange things to happen
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****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer alleges this issue started when he was under warranty. Customer states it took 6 months for the part to get in and it was replaced on the vehicle. Now the part is no longer working correctly again and causing problems with the instrument panel, windshield wipers and headlights. What are the customer s expectations?
Customer is seeking goodwill assistance for the repair.
****End structured narrative T2 - Beginning Narrative
Customer states he was a Ford person and has switched to Dodge and he states they really like these vehicles. Customer states he is seeking assistance for this repair. Customer states the dealer directed him to contact us. Customer states this is the closest to new for a vehicle that he has ever owned and the customer is seeking assistance with this repair. Customer states the dealer informed him the repair would be \$500.00 and the customer cannot afford this. Customer states we can speak with his wife, Amy Banks for assistance.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is from 8:00 am to 7:00 pm EST at [REDACTED] (home), Customer s wife s cell phone number: Amy Banks at [REDACTED] if you cannot reach the customer at his home number.
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 59592
Reassigned to 88F
***** CASE MANAGER TEAM *****
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66123
2nd owner, prior rental, purchased 1/22/09, prior repair for same concern 2/9/10.
mileage of purchase date is incorrect.
CONTACT UPDATE - Customer was contacted today at 10:18
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

SM Mitch called from dealership 59592 stating the customer ordered the part on 5/9/09 and the part came in on 5/29/09. The customer did not come back in for the repair until January 2010 to have the repair done. The dealership had to order the part again and completed the repair as if the vehicle was still under warranty. The customer did not participate in the repair so there is no warranty on the part.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)# 19613833

VIN	1C4GP45RX 5E [REDACTED]	Open Date	06/08/2010	Built Date	03/11/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	03/28/2005	Mileage	88,000	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	OWOSSO MI [REDACTED]	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Customer complaint about headlights

**** EMAIL BRIEF DESCRIPTION CONTENT ****
 problem wiht our lights
 **** END EMAIL BRIEF DESCRIPTION CONTENT ****
 We are having electrical problems with our headlights. When we are going down the road at night, they shut off. When the vehicle is sitting in the driveway unattended, the lights turn on and off on their own.
 *****END OF CUSTOMER EMAIL *****
 Dear Lazar:
 Thank you for contacting the Chrysler Customer Assistance Center concerning your 2005 Chrysler Town & Country.
 I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
 Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
 Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
 If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.
 *****END OF CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# **19645860**

VIN	1C4GP45RX 5B [REDACTED]	Open Date	06/23/2010	Built Date	03/17/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	04/12/2005	Mileage	83,100	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	49989	EDENTON MOTORS INC			
Dealer Address	P O BOX 2174				
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21203
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SAN FRANCISCO CA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default | Head Light Switch issues

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Head light switch concern
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 My lights go off randomly when driving at night, I have to fiddle with the light switch to get them back on, so I don't drive the car at night because it's dangerous. I took the car to the dealer and they said there is a National back order for the light switch. Is this a recall or a recallable problem?
 *****END OF CUSTOMER EMAIL *****
 Dear [REDACTED]
 Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!
 A review of our records indicates that your 2005 Chrysler Town & Country does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail.
 Please keep us informed of any change of address.
 You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website: <http://www.Chrysler.com> and click on 'For Owners' at the top of the home page, then enter the last eight digits of your Vehicle Identification Number (VIN) where appropriate.
 If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.
 Thanks again for your email and have a wonderful day!
 Sincerely,

Matt
Customer Service Representative
Chrysler Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#	19660255
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VIN	2C4GP54L3 5R [REDACTED]	Open Date	06/23/2010	Built Date	01/18/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	06/22/2005	Mileage	1	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGH	3.8L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Dealer	65282	JACK MILLER CHRYSLER JEEP			
Dealer Address	30 N E VIVION ROAD				
Dealer City	KANSAS CITY	Dealer State	MO	Dealer Zip	64118

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	LAWRENCE KS [REDACTED]	Country	UNITED STATES

Product - Electrical - Ignition System - Other - Default	
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Customer states that the headlights on the vehicle wont turn on. Customer states that the high beams and signal lights work. Writer referred customer to local dealer for further assistance. Customer also requested to know if the headlights are covered under customer s SC. Writer connected customer to SC for further assistance.

Customer Assistance Inquiry Record (CAIR)# **19664688**

VIN	2D4GP44L6	5R [REDACTED]	Open Date	06/24/2010	Built Date	08/28/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	09/27/2004	Mileage	50,639	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44142	SHEBOYGAN CHRYSLER CENTER INC				
Dealer Address	2701 WASHINGTON AVE					
Dealer City	SHEBOYGAN	Dealer State	WI	Dealer Zip	53081	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SHEBOYGAN WI [REDACTED]				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Flickering.
Dealer - Unknown - Unknown - Problem Not Resolved - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states that the vehicle s light and gauges intermittently flicker and the dealer hasn t resolved it.
 What are the customer s expectations?
 Customer is seeking assistance to have this issue resolved.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is 1-800-242-7666 ext 1236 (work)
 Preferred Afternoon/Evening call back number is 920-459-8350 after 3:30
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No they can t figure it out.
 If a CDJ dealer has diagnosed, what is the dealer name or code? 44142 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 Unresolved concern
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 5:19 PM.
 Customer was not available.
 Left a message indicating another attempt would be made.
 Writer spoke with customer to verify her issue. Customer states that the dealership has replaced head lamp, alternator, battery, and PCM. Customer performed diagnosis and spoke with STAR but there is nothing they can do. Writer will contact the dealership to see what can be done for customer.
 Follow up 6/29/10.
 Writer called dealer to discuss customers issue and spoke with Allen SA who states the vehicle was last in June 10, 2010. There are currently no solutions for this issue and problem cannot be duplicated. John B from star states that the issue needs to be duplicated.
 Writer left a message for customer advising of follow up 6/30/10.
 Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer contacted customer to advise that vehicles issue must be duplicated but customer was not available so writer left a message indicating follow up 7/1/10.

Writer contacted customer to speak on information provided by SA Allen. Customer states that she would be willing to take the vehicle back but she does not want any random components fixed. Writer advised caller of bulletin number 916083590 in dealer connect because it sound like the issue customer is having. Bulletin states that BCM has loose ground G301. Writer called dealer to speak with Syd but he was at lunch. Writer will call back later.

Writer called dealership to speak with SA Syd. Writer was advised that the issue is a resistance harness and there is not yet a fix for this issue. Writer advised Syd to contact his business center tech advisor while writer researches what can be done for customer.

Follow up 7/2/10.

Writer called customer but she was not available so a writer tried to leave a message indicating follow up of 7/6/10.

Writer spoke to Syd who states that he is till trying to get in touch with the Tech Advisor still, it has been difficult with the holiday weekend.

Writer called customer to advise them of the wait for tech advisor. Customer is upset because she needs her vehicle for a trip Aug. or Sep. Customer would like to know if rental is possible. A rental would not be possible because 3rd owner, no other new vehicles, no csc, oow 3/36 by 14639 and 2 years plus.

Follow up 7/12/10.

Writer spoke to SA Patrick who states that Syd is with another customer and the SM is out on vacation. Writer left message for Syd to call back.

Syd fro the dealership calls requesting to speak with BE115

Customer/Caller transferred to extension # 66377

Writer called Syd back. Syd states that tech advisor has the impression that instrument cluster, then body computer if cluster did not work.

There is no guarantee as to what will fix issue.

Writer called customer to inform her of said information. Customer will call Syd and replace her instrument cluster.

CLOSED LOOP UPDATE - customer was contacted today.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Writer called Syd because a message was received but he was not available so a message was left for a call to be returned.

Customer calls requesting to speak with BE115

Customer/Caller transferred to extension # 66377

Writer called Syd at dealer who had called in at 2:50:28 PM. Syd states customer thought that CAC was covering customers issue. Writer advised Syd that because 3rd owner, no other new vehicles, no csc, oow 3/36 by 14639 and 2 years plus writer was not going to assist. Syd will call customer and advised of this.

customer called to speak with BE115. Writer advised customer of decline.

Customer stated they thought the decline was false because they feel it s a factory defect. Customer requested to speak to a supervisor. Writer advised customer that this was Dodge s final decision, and the decision would remain the same with a supervisor. Customer demanded a supervisor.

Writer advised customer of a 1 hour call back time. Call ended 3:34

The writer called the customer regarding the supervisor call request. The writer informed the customer of the decision and that we won t pay for the repair. The customer disconnected the call.

Customer Assistance Inquiry Record (CAIR)#	19675613
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VIN	1D4GP24R2 5B [REDACTED]	Open Date	06/29/2010	Built Date	12/16/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	12/20/2004	Mileage	100,000	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PPK	MAGNESIUM PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	Dealer State	WA	Dealer Zip	99336
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	OTHELLO WA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head light
Recall - G09: 05 RS IMPACT SENSOR - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler? The customer states on her vehicle there is a light issue, the customer states that the light goes on and off and the customer states that you have to flick the lever to turn on at least 3 times for the light to come on. And at night the lights will not go off. The customer states that she has been looking on line to see if there are any recalls on the light switch for the vehicle. What are the customer's expectations? the customer is seeking some assistance from chrysler if possible.

Customer Assistance Inquiry Record (CAIR)#						19716556
VIN	2C4GP54L3	5R	Open Date	07/12/2010	Built Date	05/06/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	06/10/2004	Mileage	121,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43346	KIDD CHRYSLER DODGE JEEP INC				
Dealer Address	875 W EADS PKWY					
Dealer City	LAWRENCEBURG	Dealer State	IN	Dealer Zip	47025	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	CLEVES OH			Country	UNITED STATES	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Headlights shut off while driving.		
Dealer - By-Pass - Default - Default - Default						

Briefly summarize why the customer is contacting Chrysler: Customer headlights go out while operating.

Briefly summarize what the customer is expecting: Customer wants investigation on vehicle.

1. Who is calling and what is their contact information? Brandy Porter
Preferred Cell
Alternate Work

2. What happened? When we get into vehicle it takes up to five tries to get the lights to come on. We get on interstate the lights just shut off. We were almost hit by semi changing lanes. Husband tried to put high beams on and had to hold them on in order to have any light. We went through this three different times on the interstate.

3. What is the current location of the vehicle? Customer s work. 1199 edison drive
cincinnati, oh 45216.

Writer escalates to SI, IL502.

****This case is not a Special Investigation case as the vehicle has not been in an accident. Please review case for complaint/unresolved concern.****

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is or Preferred Afternoon/Evening call back number is or

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

Reassigned to 88F

***** CASE MANAGER TEAM *****

2 vehicles 1 new 2 used

purchased 07/29/06

No SC

Writer spoke to SM Buz. Customer has not been for this issue.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 4:07 pm ET.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is intermittent issues with headlights

Agent called dealer and spoke to Service Manager Buz informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 42 43346 07/13/10 16:11 O 19716556

msb called Buzz to review. The customer has not set an appointment yet.

Dealer will make several efforts to contact customer If appoint is not set by week end next week, we ll close. Dealer has never even attempted to resolve this problem before.

This is custome pay repair.

Dealer called customer to schedule something. No answering machine came on.

Dealer will make attempt at cell phone and get with me.

*Contact Date:07/22/2010

Service Manager at the dealership has closed the Cair# 19716556

Repair is not covered by warranty and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 7/22/2010 AT 06:11:831 R 19716556

Customer Assistance Inquiry Record (CAIR)# 19762085

VIN	2D4GP44L6	5R [REDACTED]	Open Date	07/26/2010	Built Date	05/17/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	06/30/2004	Mileage	1,008	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	60302	MANN CHRYSLER, DODGE, JEEP OF		MAYSVILLE, LLC		
Dealer Address	1502 INDUSTRIAL PARK DR					
Dealer City	MAYSVILLE	Dealer State	KY	Dealer Zip	41056	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	VANCEBURG KY [REDACTED]				Country	UNITED STATES

Product - Engine - Unknown - Other - Default

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer engine light is coming on
 Briefly summarize what the customer is expecting:
 Customer would like assists with the issue
 ****End structured narrative T2 - Beginning Narrative
 Caller states the -check engine, AIR bag light comes on. Feels this is electrical, sometimes the windows are hard to roll down. Caller thinks this is a recall, writer advised that this was not a recall issue. Caller would like to be contacted regarding the matter. Caller does not want to pay for the repair. Caller can be reached at [REDACTED]. Escalated.
 * * * * * CASE MANAGER TEAM * * * * *
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:35 pm EST.
 Customer states that the check engine light comes on and the airbag light comes on. Customer states that the window is failing and is also having problems with the head lights on the vehicle. Writer advised the customer to have the issue looked at by the dealership and to give writer a call back when the dealership has diagnosed the vehicle. Writer will follow up with the customer on Friday 7/30 if customer does not call back by then.
 CUSTOMER CONTACT - Attempt made to contact customer.
 Left message indicating another attempt will be made.
 Customer was provided with agent s name and Brand number.
 Writer also provided the text number.
 2nd attempt made to contact customer on 8/3 at 4:39 pm EST.
 Left message indicating another attempt will be made.
 Customer was provided with agent s name and Brand number.
 Writer also provided the text number.
 3rd attempt made to contact customer on 8/4 at 6:39 pm EST.
 Left detailed message for a return call if required.
 Writer also provided the text number.
 4th attempt made to contact customer on 8/6 at 4:19 pm EST.
 The line rang for about 2 minutes and then went to a busy tone.
 5th attempt made to contact customer on 8/9 at 3:32 pm EST.
 Left detailed message for a return call if required.
 CLOSED LOOP UPDATE - no need for additional follow-up.
 Customer called in stating they wish to be contacted by ZA23 as soon as possible.
 Customer has been in the hospital with her husband and hasn t been able to receive the calls.
 Customer wishes to be contacted anytime today at [REDACTED].

Customer Assistance Inquiry Record (CAIR)#						19764713
VIN	2C4GP54L7	5R	Open Date	07/31/2010	Built Date	02/05/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	06/14/2005	Mileage	105,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	LOS ANGELES CA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	
Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Chrysler Town and Country Touring - Intermitent Headlight failure

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

My headlights fail to turn on about 90% of the time the switch is activated

and when they are on, automatically turn off about 50% of the time. The bulbs are fine, therefore this appears to be some sort of computer or electrical problem. I have done some internet research and hear of this problem many times, however have not heard of a solution. What do you suggest?

*****END OF CUSTOMER EMAIL*****

Dear Jennifer:

Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!

Please accept our sincere apologies for the delayed response to your email.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Recall #

Description

J38 SUPPLEMENTAL FRONT AIRBAG SENSORS

We suggest that you contact your local authorized Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#						19774206	
VIN	2C4GP54L3	5R [REDACTED]	Open Date	07/28/2010	Built Date	07/08/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	07/22/2004	Mileage	59,554	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	45229	MCCARTHY DODGE, LLC					
Dealer Address	10700 METCALF AVE						
Dealer City	OVERLAND PARK	Dealer State	KS	Dealer Zip	66210		
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone		
	OVERLAND PARK KS [REDACTED]				Country	UNITED STATES	

Corporate - Recall - Default - Default - Default

Customer called to see if there are any recalls on the vehicle. The customer wanted to have repairs to head lights and door locks repaired under a recall that the vehicle does not have. Writer informed customer that recalls are VIN specific and that if the vehicle does not have the recall the vehicle did not receive the parts that are included in a recall. Customer states that he found the recall listed on the NHTSA website. Customer request supervisor. Writer informed customer that they would have the same information. Writer gave the customer reference number. Customer disconnected the call.

Customer Assistance Inquiry Record (CAIR)#						19821566
VIN	1C4GP45R7	5B	Open Date	08/11/2010	Built Date	02/18/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	03/10/2005	Mileage	100,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	60114	TRI STAR CHRYSLER SOMERSET, INC.				
Dealer Address	1260 NORTH CENTER AVENUE					
Dealer City	SOMERSET	Dealer State	PA	Dealer Zip	15501	
Owner					Contact Type	TELEPHONE
Address					Home Phone	0
	FRIEDENS PA				Country	UNITED STATES

Product - Electrical - Body Wiring - Complete Failure - Default	Brake lights inoperative
Product - Electrical - Electronic Stability Program - Intermittent/Inoperative - Default	Replaced module after light going on and off
Corporate - Lost Customer - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that just after purchasing her vehicle the interior lights and radio and head lights were going on and off had the dealer replace the module.

Customer states that the brake lights quit working and her husband replaced the fuses and light bulbs and went under the dash and saw some wires that were patched instead of replaced.

Briefly summarize what the customer is expecting: Customer is requesting goodwill assistance to fix the vehicle.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred anytime call back number is 4 cell

Preferred Afternoon/Evening call back number is home

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 10/45 am.

Called and spoke with customer and she said she is having electrical problems and the brake lights don t work. Asked if she had taken to dealer and she said no and she wants us to pay for the repairs. Stated the vehicle is too far out of warranty to be able to do so and she said she cannot afford the repairs. Said she should get the vehicle to dealer and we may be able to look at it but the vehicle is OOW and she then said she will contact her Lawyer.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time 2 1/2 years and mileage 64000.

Unless the customer offers new information, decision remains unchanged.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer called to dispute the decision that was made. Caller was unable to provide new information regarding this issue. Writer informed caller this was Chrysler s final decision unless she could provide new information. Caller indicates she will not purchase another Chrysler product and will not refer anyone to Chrysler.

Customer Assistance Inquiry Record (CAIR)# **19823661**

VIN	1D4GP24RX 5B [REDACTED]	Open Date	08/11/2010	Built Date	07/29/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	07/30/2004	Mileage	65,863	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	49923	MARTY FRANICH CHRYSLER PLYMOUTH			
Dealer Address	5330 E 31ST STREET				
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74135
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ROSEBURG OR [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default

Customer calls seeking recall information. Informed the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer would like it to be noted that her vehicle s headlights go out by themselves at night. Customer says the dealer replaced a computer part in the vehicle, but the issue is still occurring.

Customer Assistance Inquiry Record (CAIR)#						19838317
VIN	1D4GP25R7	5B [REDACTED]	Open Date	08/16/2010	Built Date	03/19/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	03/22/2005	Mileage	70,000	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-		JEEP LLC		
Dealer Address	5801 EAST GATE BLVD					
Dealer City	NAMPA		Dealer State	ID	Dealer Zip	83687
Owner	[REDACTED]				Contact Type	FAX
Address	[REDACTED]				Home Phone	[REDACTED]
	NAMPA ID [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | head light switch

Request from VSO to look into problem with headlights/switch. Intermittently, when headlight switch is turned on, parking lights come on, but headlights will not. Headlights have also gone out while driving, usually when hitting a bump. Owner instructed to take vehicle to dealer for diagnosis, we will cover diagnosis, repairs, and rental if needed. Donald from dealer called to verify situation, he will call after car comes in and he has looked at it.
 POSTMARK DATE: 081210; DATE RECEIVED: 081710
 Spoke with Technician, he found Headlight switch to be bad. Please arrange to have switch replaced, and return the old switch to :
 Chrysler Quality Engineering Center
 2021 Executive Hills Blvd.
 Auburn Hills, MI 48326-2943
 ATTN: D. Depaolis
 If you have any questions please contact [REDACTED]
 REASSIGNED TO BC/DLR 71 44553 08/19/10 11:14 O 19838317
 provided PA UN08337700820
 8-23-10 Dealer advises repairs were completed on 8/19 on RO #71067.TLP1

Customer Assistance Inquiry Record (CAIR)# 19838417

VIN	2C4GP44R3	5R [REDACTED]	Open Date	08/16/2010	Built Date	08/28/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	10/22/2004	Mileage	111,243	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	61884	TOM O'BRIEN CHRYSLER JEEP NORTH				
Dealer Address	4630 E 96TH STREET					
Dealer City	INDIANAPOLIS	Dealer State	IN	Dealer Zip	46240	
Owner	[REDACTED]				Contact Type	FAX
Address	[REDACTED]				Home Phone	[REDACTED]
	INDIANAPOLIS IN [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | headlights/switch

Request from VSO to look into problem with headlights/switch.
 Left Message with child that answered phone, will try again if I do not hear back.
 POSTMARK DATE: 081210; DATE RECEIVED: 081710
 left another message on VM.
 left another message on VM.
 left another message on VM cell
 Gave Scott at dealer a PA claim to cover repairs plus one day rental.
 UN09729910928

Customer Assistance Inquiry Record (CAIR)# **19838431**

VIN	2C4GP44R9	5R [REDACTED]	Open Date	08/16/2010	Built Date	01/20/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/25/2005	Mileage	101,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	49914	FOREST LAKE C-P-D/WALDEN AVIS				
Dealer Address	P O BOX 651					
Dealer City	PARSIPPANY	Dealer State	NJ	Dealer Zip	07054	
Owner	[REDACTED]				Contact Type	FAX
Address	[REDACTED]				Home Phone	[REDACTED]
	JUNCTION CITY KS [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | headlights/switch

Request from VSO to look into problem with headlights/switch.
 Left phone message requesting call back.
 POSTMARK DATE: 081210; DATE RECEIVED: 081710
 Left another message.
 left another message on VM.
 Owner failed to respond to multiple messages. File closed.

Customer Assistance Inquiry Record (CAIR)#						19854528
VIN	1D4GP24R7	5B [REDACTED]	Open Date	08/20/2010	Built Date	02/21/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	02/28/2005	Mileage	101,000	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	45151	LINDSAY CHRYSLER DODGE LLC				
Dealer Address	809 MISSOURI AVE					
Dealer City	SAINT ROBERT			Dealer State	MO	Dealer Zip 65584
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SUCCESS MO [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights
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****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that the headlights will work intermittently and sometimes will turn off while she s driving. Customer states she thinks it may be the switch, but the dealer hasn t been able to duplicate the issue.
Briefly summarize what the customer is expecting:
Customer would like to know if this is a common issue and, if so, we had any suggestions for her to tell the dealer when she goes in today.
****End structured narrative T2 - Beginning Narrative
Writer advised customer that there are no open recalls or anything of the sort for an issue such as this, and that writer hasn t heard of there being a problem.
Writer advised customer that it s best to take the vehicle into the dealer for diagnosis as they have tools for diagnosis there and can call with any questions.

Customer Assistance Inquiry Record (CAIR)#						19863767
VIN	1C4GP45R9	5B [REDACTED]	Open Date	08/23/2010	Built Date	12/21/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	01/20/2005	Mileage	50,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	66929	MEADOR CHRYSLER-PLYMOUTH INC				
Dealer Address	2351 EAST INTERSTATE 20					
Dealer City	FORT WORTH			Dealer State	TX	Dealer Zip 76119
Owner	[REDACTED]				[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]				Home Phone	[REDACTED]
[REDACTED]	HASLET TX [REDACTED]				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Gauges fluctuating radio going on and off
Product - Electrical - Lamps and Switches - Other - Default	Headlights shaking
Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Shifting pops into gear
Corporate - Recall - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Cust seeks good will for electrical problems. Reassigned to 88F.
 Best number to call: [REDACTED] y.
 ***** CASE MANAGER TEAM *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] t 2:15 MST
 Customer was not available.
 Left a message indicating another attempt would be made.
 Customer calling to speak to CM ?DA687?. Transferred customer to CAC.
 Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle gauges intermittently fluctuate on and off and the radio goes in and out and the headlights look like they are shaking. Customer states that the vehicle also stalled at a light twice and the shifting pops into gear.
 Briefly summarize what the customer is expecting: Customer is seeking goodwill assistance.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] cell
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 Customer requesting to speak with their Case Manager.
 Writer tried extension 66128 went to voice mail.
 Call-back note completed and delivered to floor support for distribution to Case Manager.
 Customer states that she takes lunch between 12:30-1:30 PM CST and to call her on her cell at [REDACTED]
 Customer requesting to speak with their Case Manager. Call-back note

completed and delivered to floor support for distribution to Case Manager.

Agent has reviewed case further.

Vehicle purchased used (4th owner)

Vehicle was already oow at time of purchase.

Vehicle is approx 2 1/2 years and 14,000 miles oow.

No service contracts.

No related repairs in history.

No related recalls.

based on the information at hand, no assistance will be provided with the repair as the customer purchased a used vehicle, as-is with no warranty as the 4th owner.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Contacted customer on [REDACTED] at 9:20 MST. Customer states that they took over the vehicle for a friend a few months ago because he could not afford the payments anymore and feel that the vehicle is unsafe to drive. Customer states that if no assistance is offered, they will give the vehicle back to their friend and it will be repossessed at that point.

Agent advised that the vehicle is too far oow for any assistance and advised that the vehicle is only unsafe to drive if they don't get it repaired. Agent advised customer that it is Chrysler's recommendation that the customer have the necessary repairs performed on the vehicle.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#	19872225
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VIN	2A4GP54L3	6R [REDACTED]	Open Date	08/26/2010	Built Date	03/16/2006
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING		
In Service Dt	03/31/2006	Mileage	91,941	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	66262	SUBURBAN CHRYSLER JEEP DODGE				
Dealer Address	24315 HAGGERTY					
Dealer City	NOVI	Dealer State	MI	Dealer Zip	48375	
Owner	[REDACTED]					[REDACTED]
[REDACTED]	[REDACTED]				Home Phone	[REDACTED]
[REDACTED]	DETROIT MI [REDACTED]				Country	UNITED STATES

Product - Electrical - Battery - Other - Default	
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****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer called because her headlights went dim and she was told it may be the battery. She wanted to know if that could be the reason
 Briefly summarize what the customer is expecting:
 Writer informed that she could take it in to have it looked at and also informed customer of open recall
 ****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# 19882593

VIN	2C4GP44R5 5R [REDACTED]	Open Date	08/30/2010	Built Date	03/22/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	08/03/2004	Mileage	54,000	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	66262	SUBURBAN CHRYSLER JEEP DODGE			
Dealer Address	24315 HAGGERTY				
Dealer City	NOVI	Dealer State	MI	Dealer Zip	48375
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LIVONIA MI 48 [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default head lights shut off by themselves

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer stated his head lights turn off by themselves all the time.
 Briefly summarize what the customer is expecting:
 Customer seeking financial assistance.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is cell [REDACTED] Preferred Afternoon/Evening call back number is Anytime husband [REDACTED] cell xxx-xxx-xxxx
 Who has possession of the vehicle? (Owner/Dealer/IRF)owner
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)no
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 Customer calls seeking recall information. Advised the customer of incomplete recall ?recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
 Caller was custoer s husband Barry.
 ***** CASE MANAGER TEAM *****
 -Customer is 2nd owner and vehicle was purchased out of the mfrs basic 3/36 warranty
 -vehicle is 3 years and 18000 miles out of mfrs basic 3/36 warranty
 -no SC
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 8:58am MST
 Agent spoke with Customer and advised that diagnosis needs to be done at a dealership before assistance can be considered. Customer agreed to contact Agent after diagnosis is performed.
 2nd attempt made to contact customer on 9/7/10 at 12:10pm MST
 Left message indicating another attempt will be made.
 Customer was provided with agent s name and Brand number.
 Agent requesting diagnostic information.
 Agent is closing case. Agent has not heard from customer after requesting diagnosis 2 times .
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19903023
VIN	1C4GP45R5	5B [REDACTED]	Open Date	09/03/2010	Built Date	07/05/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	08/10/2005	Mileage	50,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	60355	CHAPMAN CHRYSLER JEEP				
Dealer Address	555 W STREET RD					
Dealer City	WARMINSTER	Dealer State	PA	Dealer Zip	18974	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PHILA PA [REDACTED]				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	
Product - Electrical - Lamps and Switches - Defective - Default	

Customer called in stating that her head lights do not work because of a switch that she has to get replaced. Customer alleges that she has been waiting for weeks now, and the dealership is telling her that the switch is on backorder.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 60355 Reassigned to 88F

***** CASE MANAGER TEAM *****

14,000 miles and 25 months OOW, 2 Chrysler vehicles 1 used 1 new. DEALERSHIP CONTACT - Phone number dialed 215-443-5800 at 9:09 AM MST. Spoke with parts manager Tom and he stated that he is looking into the problem ETA is 9/8/2010.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 9:22 AM MST.

Customer was not available.

Left a message indicating another attempt would be made.

CONTACT UPDATE - 2nd Contact attempt phone number dialed, [REDACTED] at 3:42 PM MST

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

3rd attempt made to contact customer at 2:35 PM MST.

Left detailed message for a return call if required.

4th attempt made to contact customer at 12:12 PM MST.

Left detailed message for a return call if required.

5th attempt made to contact customer on 7:08 AM MST.

Left detailed message for a return call if required.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer called in saying that she was not able to get hold of the CM.

Customer was informed that the CM attempted to contact the customer for

five times with no successes and case was closed. Customer was informed the customer that the case will be reopen for further review on the status the part is on back order. Customer provided her cell phone number 215-317-9372 and wanted to be reached in the morning. Approved by MC1030 Dealer contact - Writer spoke with Alfredo at the dealership who stated that the part was in and the customer had an appointment for the fourth of october.

Customer contact - Writer left voicemail for at number [REDACTED].

Writer left contact information for customer to follow up with.

2nd attempt made to contact customer on 9/30 at 9:00.

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

Customer contact - [REDACTED] customer states that the dealer was unable to duplicate her concern, writer advised the customer that the dealership would be contacted and she would receive a call back tomorrow.

Dealer contact - Writer contacted the dealer and spoke with Rob (SA) who stated that the dealership has been unable to recreate the concern.

Customer contact - [REDACTED] left message for customer to call back so that the customer could be informed of the dealerships inability to duplicate concern,

CLOSED LOOP UPDATE - customer was contacted today at 255. Customer was informed that until a dealership could reproduce her concern there was nothing chrysler could do to assist.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# 19924956

VIN	2D4GP44LX	5R [REDACTED]	Open Date	09/10/2010	Built Date	06/11/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/30/2005	Mileage	113,000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	45083	MAC HAIK DODGE				
Dealer Address	3207 SOUTH GENERAL BRUCE DRIVE					
Dealer City	TEMPLE	Dealer State	TX	Dealer Zip	76504	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BRUCEVILLE TX [REDACTED]				Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states that the headlights do not work on her vehicle. Customer states that they work intermittently, they come on and off as they will. Customer states that the head lights have not come on correctly since they had the vehicle.
 Briefly summarize what the customer is expecting:
 Customer is seeking assistance in finding out why this is happening and getting this repaired.
 ****End structured narrative T2 - Beginning Narrative
 Writer is escalating this to a case manager as a unresolved concern. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle?owner
 Has the vehicle been diagnosed by a CDJ dealer? yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45083
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 Agent contacted 45083 and left message for S/M to call.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 254-498-9105 at 1:18PM.
 Customer states the lights won t work hardly at all, she has had to turn the headlamp switch off and on for 10-15 minutes to get the lights to come on.
 Customer will take vehicle to 45083 for diagnosis.
 Agent contacted 45083 and left message for S/M call back.
 Aget will follow up with customer after diagnosis is complete.
 customer called in to talk to case manager writer transferred customer to case management team
 Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.
 Customer stated the dealership to be able to give her vehicle back the CM SS1496 would have to give the dealership authorization. Customer stated family is passing through town because the dealership is 40 minutes away and would like an update from SS1496.
 Customer stated her vehicle is ready at the dealership.

Customer asked to be transferred to the case manager. The agent transferred the call to 800-763-8422. Rodney from dealer 45083 called requesting CM. Writer gave caller Case Mgmt. Group number and transferred customer to 75417. The customer has had the vehicle diagnosed and repaired the customer needs authorization. The customer would like a return call as soon as possible.

Writer informed the customer that the case manager is unavailable. Writer informed the customer that she could pay for the repair and they inquire about reimbursement.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer service.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$ 96.92

Labor = \$ 32.39

With the concurrence of the Service Manager, Rodney, the customer will have a co-pay of \$ 0.00

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Stan at 800-992-1997 extension # 66178. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

Agent informed customer of decision.

Customer is happy with outcome.

REASSIGNED TO BC/DLR 63 45083 09/17/10 11:01 O 19924956

Customer states that the repair is completed. Customer states that when she hits the open door button, it doesn't unlock the doors. Customer states that this was not a concern up until now. Customer states that she is going to contact the dealership about this concern, then call Dodge if needed.

CLOSED LOOP UPDATE - customer was contacted today at 8:56 AM MDT.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)#						19995988	
VIN	2C4GP44R6	5R [REDACTED]	Open Date	09/30/2010	Built Date	02/23/2005	
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	02/24/2005	Mileage	97,000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	66479	BERGEY'S CHRYSLER JEEP DODGE					
Dealer Address	408 HARLEYSVILLE PIKE						
Dealer City	FRANCONIA	Dealer State	PA	Dealer Zip	18924		
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	ROYERSFORD PA [REDACTED]					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default						headlamps intermittent	

Customer called stating they were having problems with ? headlamps ?, and warranty expired due to time and or mileage. Customer has brought vehicle to dealer, and they told her the switch was not covered by her SC.

Customer wanting Chrysler to cover this \$115 part.

Customer can be reached at [REDACTED]

Customer also stating that she was told by dealer and saw online that this is a common problem, and feels this should be a recall.

*****END OF NARRATIVE*****

This CAIR is being escalated as the customer is looking for goodwill assistance, CSR will reassign to 88F.

*****END OF RATIONALE FOR ESCALATION*****

***** CASE MANAGER TEAM *****

Customer is second owner and household shows 3 vehicles have been owned all purchased used. Customer had CPOV SC that would not have covered this repair and is oow by 61000 miles.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 7:06.

Writer spoke with customer who states now that dealer has not diagnosed the vehicle as this is intermittent. Writer advised in order to look at out of warranty assistance that a confirmed diagnosis is needed from a CDJR dealer at her expense. Customer does not want to return to Bermont,61900 as she states they are unable to duplicate her concern. Customer wants to take vehicle to dealer 66479. Writer advised dealer will be contacted and asked to provide writer with diagnosis. Writer advised that it may be possible to provide some assistance since this is a safety concern,however no promise of assistance was given. Customer states the inside dash indicates her lights are on but she has been stopped by police and told her headlights are not on.

Writer called dealer 66479. Writer spoke with Amy in service who took customer information and cair and writers call back information and will return call with diagnosis .

Writer called dealer 66479. Writer spoke with Brian SA who states vehicle is there but has not been looked at yet. Brian states customer understands since this is intermittent they may not be able to duplicate it. Writer provided the cair number and call back information for writer and advised that writer will call on 10/6.

Writer called dealer 66479. Writer spoke with Jack who states they replaced the headlamp switch. Customer paid 123.00. Jack states there were no codes and the BCM tested ok. Jack states no way to determine if repair has solved the issue.

Customer was contacted at 3:38 [REDACTED]. Customer states repair seems

to have solved the concern.

Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request,
including their name, address, phone number, VIN, & reference number
(CAIR). Advised customer the goodwill offer is dependent upon
verification of all documents requested.

Writer has agreed to reimburse customer 50% of the repair cost. Dealer
quoted 123.00 and customer states it was 130.00. Please reimburse half
the cost.

Writer is waiting to receive documents.

Please see Cair 20325424 for reimbursement and images.

Customer Assistance Inquiry Record (CAIR)# **20002361**

VIN	2C4GP54LX	5R	Open Date	10/01/2010	Built Date	04/20/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	04/20/2005	Mileage	75,567	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	67436	BARRETH CHRYSLER CENTER INC				
Dealer Address	5824 HIGHWAY 100					
Dealer City	WASHINGTON			Dealer State	MO	Dealer Zip 63090
Owner	[REDACTED]					Contact Type TELEPHONE
Address	[REDACTED]					Home Phone
	UNION MO [REDACTED]					Country UNITED STATES

Product - Electrical - Body Control Module - Defective - Default	
Recall - J38: SUPPLEMENTAL FRONT AIRBAG SENSORS - Advise Owner/Incomplete Recall	
Service Contract - Deductible - Policy - Waiver - Default	

Why is the customer contacting Chrysler?
 The customer called in stating that his vehicle broke down twice and towed twice to the dealership where he paid the diagnostic fee twice. The customer complains that he has a service contract where he has to pay \$100 deductible. The customer states the dealership diagnosis the problem the first time as a Master body Control Module as his vehicle s dash indicator lights went out, his headlights went out, his turn signals went out, and his steering wheel stiffened. The dealership reprogrammed the Master Body Control Module the first time. Now the second time his vehicle shut off going down the highway and wouldn t start back up. When it was towed back to the dealership they couldn t find anything wrong and yet charged him a service fee. What are the customer s expectations?
 The customer expects that his service contract would pay for the diagnosis and for the repairs and that the dealership can make an accurate and final diagnosis. Writer informed customer of the \$100 deductible of the service contract per www.chrysler.com/fourowners/service contract/

Customer Assistance Inquiry Record (CAIR)# **20004946**

VIN	2C4GP54L9	5R [REDACTED]	Open Date	10/04/2010	Built Date	05/13/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	08/05/2004	Mileage	68,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	67646	PICKARD CHRYSLER DODGE JEEP					
Dealer Address	U S 25 EAST BYPASS						
Dealer City	CORBIN	Dealer State	KY	Dealer Zip	40701		
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	
	WILLIAMSBURG KY [REDACTED]					Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

Customer concerned with headlights in her van. Customer called to see if there was a recall on her van for headlights, and agent advised her that there no incomplete recalls at this time. She is concerned for her safety in this vehicle. She has stated that she has contacted service reps who do not know what she is talking about. The headlights in her van keep going out on her while she is driving. She stated that last night they went out 3 times, and she had to hold the bright lights on all the way home so they would not go out.

Please advise what the customer s expectation is. Please reassign to 88F when completelt documented

Customer s expectation is to have the problem with the headlamps resolved, as they are a concern to her while driving. Also, since she has stated that the service reps do not what she is talking about, she is looking to Chrysler to get the issue with her headlamps resolved.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 2:13 PM EST.

Customer was not available. Voice mail box was full. Another attempt would be made on 10/08/10.

2nd attempt made to contact customer on 10/08/10 at 2:28 PM EST at number [REDACTED]

Customer was not available. Voice mail box was full. Another attempt would be made on 10/09/10.

Contacted customer on 10/11/10 at 1:02 PM EST at number [REDACTED]

Customer states that dealer 67646 ordered a part for her to resolve her issue. Customer states that she has an appointment on 10/12/10 to get the repairs done. Writer will follow up on 10/13/10.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 3:31 PM EST.

Customer was not available. Unable to leave voice mail due to mail box being full. Another attempt would be made on 10/14/10.

CLOSED LOOP UPDATE - Writer attempted to contact the customer today at 5:17 PM EST.

Unable to leave voice mail due to mail box being full.

Customer Assistance Inquiry Record (CAIR)#	20018950
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VIN	1D4GP24R3 5B [REDACTED]	Open Date	10/07/2010	Built Date	05/16/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	06/02/2005	Mileage	51,000	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	66072	ROYAL CHRYSLER MOTORS, INC.			
Dealer Address	3961 WAVERLY RD				
Dealer City	OWEGO	Dealer State	NY	Dealer Zip	13827
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	VESTAL NY [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated light are flickering.
Corporate - Reimbursement - Default - Default - Default	possible goodwill

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer called stating that he just purchased this vehicle and the lights are flickering all the lights inside and out, he has taken the vehicle 4-5 times to the dealership and they stated it does not do it when its with them and the vehicle is doing it more often now and they can t fix the problem
 Briefly summarize what the customer is expecting:
 Customer is seeking assistance by us contacting the dealership and making sure that they are able to fix the problem with his vehicle by making sure they are contacting our Chrysler technicians.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] cell Preferred Afternoon/Evening call back number is [REDACTED] cell
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code?66072
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 Writer called dealer 66072 and spoke to Service Manager Brett. He stated they replaced the headlight switch a couple of weeks ago and the customer has a service contract that covered the repair with a co-pay. SM stated they have not been able to duplicate the issue since then.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 6:37.
 Writer called the customer and informed him to continue working with the dealer. Writer informed the customer the dealer dealer cannot repair his vehicle if they cannot duplicate the issue.
 CLOSED LOOP UPDATE - no need for additional follow-up.
 Customer called back and his wife is taking vehicle back to dealer today. Customer stated the vehicle is doing the same thing and getting worse. Customer stated this is the 5th or 6th time same thing.
 Customer wanted to reopen the case and is seeking get vehicle repaired, and any financial assistance if needed.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is xxx-xxx-xxx-2 cell

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Who has possession of the vehicle? (Owner/Dealer/IRF) wife taking back to dealer today

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)no

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Writer called dealer 66072 and spoke to Service Manager Brett. SM stated they had the vehicle for four days and could not duplicated the customers concern.

Writer called the customer and he stated they took their vehicle to Miller Motor and it was diagnosed needing a body control module. Miller Motor is no longer a Dodge dealer. The part was ordered from dealer 64431. Writer is considering reimburse for some of the cost of the part. Writer agreed to reimburse the customer for the cost of the BCM.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer called back to get the mailing address for reimbursment. Writer gave the customer the information he requested

Writer has reviewed narrative and will contact the customer.

Customer called stating his issues are reoccurring. Customer has an appointment with the dealer on Monday and will be in contact again once a diagnosis is completed.

POSTMARK DATE: 110610; DATE RECEIVED: 110910

Writer is calling customer to inform them we have received their documents and will process their file promptly.

Writer is calling at 1:18pm and spoke with the customer. Customer states vehicle is again at Miller Auto Team for repairs to the vehicle for lights flickering. Customer states interior and exterior lights are flickering including the headlights. Customer states this is still an ongoing problem and would like this to be fixed properly this time before they get the vehicle back. Writer informed the customer that he will call the repair facility to ask how the repair is going and to pass the customers concerns on the the SM and Technician. Writer informed the customer that he will call the customer back after he has contacted the RF and spoken with the Technician.

Writer is calling Miller Auto Team to speak with Technician Dave Hutchins about the customers vehicle and the ongoing repairs. Writer is calling at 1:48pm and left a message asking for the Technician to call Writer back. Writer left recall center number and extension and customers file number.

*****TIER TWO AGENT*****

Customer returned call. Writer transferred customer to CN208 at extension 8008241.

Technician Dave Hutchins returned Writers call and spoke with the Writer. Writer discussed the customers concerns with the technician and the technician stated they will look into the issue and call the Writer back once they have determined they have done the best they can to repair the issue. Writer offered assistance if the technician needed it. Technician was grateful for the gesture.

Dave Hutchins technician called to speak with CN208, call was transferred to extension 8008241.

Technician Dave Hutchins returned call to Writer to advise they have found a remote starter wired into the headlight switch of the customers vehicle. Tech also found the battery was a '24 series' which is too small for the vehicle. Tech advised they will contact customer to discuss dealing with the discovered possible causes. Technician also advised they spent about 3 hours on the vehicle but will only bill about 1 hour of

found that discusses similar problems on other vehicle so the technician can use this as a reference. Technician was thankful for the help. Writer is calling customer [REDACTED] to discuss with the customer the recent repair which the technician Dave Hutchins had called about previously. Writer called at 1:05pm and spoke with the customer. The customer states the dealership replaced the battery and disconnected the remote starter and hopes that solves the issue and if not the customer feels they will have to sell the vehicle. The Writer asked if the remote starter was a factory option and the customer stated it was not. The Writer advised the customer to send the remainder of the repair invoices pertaining to their vehicles issue so the writer can proceed with their file claim. Customer informed the Writer they will promptly.

*****WRITER IS CONSIDERING POSSIBLE GOODWILL FOR REPAIRS OR PART OF REPAIRS. GOODWILL WILL BE DETERMINED AFTER ALL REPAIR DOCUMENTS HAVE BEEN REVIEWED.*****

Writer is closing this CAIR until all documents have arrived. PLEASE REOPEN THIS CAIR ONCE ALL DOCUMENTS HAVE ARRIVED. Customer called in looking for the status of their reimbursement. Agent advised their documentation has not been attached to the file at this time, and to call back in a few weeks for another update.

Customer Assistance Inquiry Record (CAIR)#**20053034**

VIN	2C4GP54L0 5R [REDACTED]	Open Date	10/18/2010	Built Date	04/08/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	06/24/2004	Mileage	103,367	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	37271	BERNARD'S NORTHTOWN INC			
Dealer Address	510 DEERE DR				
Dealer City	NEW RICHMOND	Dealer State	WI	Dealer Zip	54017
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SOMERSET WI [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
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****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Caller states the headlights keep going out on her vehicle.

Briefly summarize what the customer is expecting:

Caller would like Chrysler to pay for the repair.

****End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 37271

Reassigned to 88F as per BB893

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:07 ET.

Writer spoke with customer. Per customer the vehicle is at dealer 37271 and the repair is \$245.00 and customer would like the best possible assistance with this repair because per customer this is a safety issue.

Writer will contact dealer now.

Writer call dealer 37271 SM Jay. Writer was put on hold.

Writer spoke with SA Richard. Per SA the vehicle has 103367 miles and customer is very good customer at the dealership. SA will get OK from SM Jay regarding warranty cost for the repair of the headlights switch.

Writer call dealer SM Jay and was put on hold.

Writer discussed the issue with SM. Per SM dealer will split the cost of the repair (\$251.14) with the customer and customer will have a co-pay of \$125.00. Dealer will contact customer to advise of dealer offer so per SM Writer can close the case since dealer is helping customer.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20076799	
VIN	2A8GP64L0	6R	Open Date	10/25/2010	Built Date	02/24/2006	
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED			
In Service Dt	03/25/2006	Mileage	51,800	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	26751	TELEGRAPH CHRYSLER JEEP, INC.					
Dealer Address	12000 TELEGRAPH ROAD						
Dealer City	TAYLOR	Dealer State	MI	Dealer Zip	48180		
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	TRENTON MI	[REDACTED]	Country	UNITED STATES			

Product - Electrical - Lamps and Switches - Other - Default	All lights pulsate when the heated seats are turned on
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Briefly summarize why the customer is contacting Chrysler: Customer called stating that he has been having problems with the dealership since day one. Customer stated that he put money down to reserve the vehicle that he wanted and even gave a specific date as to when he would be in to pick it up as he was waiting on a check to arrive from his insurance company as his previous vehicle was totaled out. When he came in to finalize the purchase he was told that the vehicle that he had reserved was sold. Customer stated that they sold him an identical model to the one that he had reserved but that this one had some cosmetic difference (i.e. scratches). Customer stated that he recently went in for repair/service work and had two things repaired but requested that they look into a problem with his lights and heated seats. Customer states that when he turns on his heated seats all of his lights pulse. Customer was informed that the dealership was not able to find the problem. Customer also stated that a service representative told him that he also has this vehicle and experiences this problem and feels that it is normal. Customer stated that he has spoken with multiple others people with this vehicle and none of them are having this problem. Customer contacted the dealership to request that they look into this problem again and was told that he would have to pay up front because they don't think that his service contract will cover it.

Briefly summarize what the customer is expecting: Customer feels that the dealership is trying to pull one over on him and is seeking assistance from Chrysler to get this problem resolved.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred call back number is [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 66079 Reassigned to 88F

***** CASE MANAGER TEAM *****

Writer called dealer 66079. SM is on vacation. Writer spoke with ASM Ken. Ken states the concern the customer is talking about was not duplicated and he would not have to pay upfront, however if concern is not duplicated he will be responsible for check out charge and this fee would of course be waived if the repair needed is covered under the SC.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 6:38. Customer states he is upset with the dealer, 66079, who cannot find a problem that his 87 year old grandmother can duplicate. Customer states when he turns on the heated seats there is couple seconds

delay and then all his dash lights and headlights will dim and he was told by a police officer that he could be ticketed for this and would like the concern resolved. Customer does not want to pay a diagnosis fee and again be told there is no problem. Customer does not want to return to this dealer and wants to take vehicle to dealer 26751. Writer advised will contact the dealer and advise of the concern and that Chrysler will cover diagnosis in the event there is no repair that can be made. Customer was provided with this case number and writers call back information.

Writer called dealer 26751. Writer spoke with SM Mike and advised of the customers concern with his heated seats causing his headlights to dim and dash lights dim out. Writer advised of the Maxcare contract and that in the event that this cannot be duplicated that Chrysler will cover the diagnosis charge. Mike asked that the cair be sent to him.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is heated seats causing dimming of lights. Agent called dealer and spoke to Mike, informed that CAIR was being sent. Please update this CAIR with resolution.

REASSIGNED TO BC/DLR 42 26751 10/26/10 09:23 O 20076799

Customer calls requesting to speak with ES789.
Customer/Caller transferred to extension # 66111.

*Contact Date:10/27/2010

Service Manager at the dealership has updated the Cair# 20076799
The vehicle has been diagnosed.

Customer calls requesting to speak with ES789
Customer/Caller transferred to extension # 66111

Writer spoke with customer . Customer states dealer called yesterday and told the customer that both doors are going out. Customer states the dealer is saying that the concern for the lights going out is something that there is no fix available for. Customer states the dealer tells him that STAR was contacted and that engineering is aware of the concern but no fix.

Unable to verify concern
*Contact Date:11/09/2010

Vehicle operates properly and explanation has been provided to customer.
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 11/09/2010 AT 09:14:499 R 20076799
***** Below Corporate Resources Contacted *****

TAPS

on 2010-11-09 @ 17:02

Writer called dealer 26751. Writer spoke with SM Mike. Mike states the day the customer came in there was another vehicle just like his there and they compared the two and found that they operate the same. Mike states there is noticable dimming inside the vehicle but he doubts that the headlights dim enough that he would get a ticket. Mike states vehicle checked out fine and no problems were found and there were no TSB s. Mike states he would have to check with his SA about the engineering comment made by the customer and he admits STAR was not contacted as the heated seats do draw power and cause a surge. Mike states the customer was not happy with the information he was given.

***** START OF SUPPORT ESCALATION FROM STAR USA by T0476KS*****

I called the dealer to validate the extent of the claim, per the notes this appears to be at an acceptable level.. I left my direct number if needed. The heated seat module does cycle and draw load when applied. Depending on the charging system load there may be a slight dimming. This would be normal. We can compare to others if needed and track and validate wrg connections.

***** END OF SUPPORT ESCALATION FROM STAR USA*****

Customer was contacted at 3:36 on 734-775-5841. Customer was not available and number just rings with no answer. Unable to leave message.

Customer Assistance Inquiry Record (CAIR)# **20108001**

VIN	1C4GP45R1 5B [REDACTED]	Open Date	11/03/2010	Built Date	06/24/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	12/17/2005	Mileage	67,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	44897	MICK'S DODGE CHRYSLER JEEP			
Dealer Address	6181 STEUBENVILLE PIKE				
Dealer City	MC KEES ROCKS	Dealer State	PA	Dealer Zip	15136
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	BURGETTSTOWN PA [REDACTED]	Country	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Customer inquiring on warranty
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that dash and head lights not working
Recall - J38: SUPPLEMENTAL FRONT AIRBAG SENSORS - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer is inquiring on warranty. States that dash and head lights not working. Vehicle is oow.
 Briefly summarize what the customer is expecting:
 Customer seeking assistance with repair costs. Customer would like CM to contact her daughter ([REDACTED]).
 ****End structured narrative T2 - Beginning Narrative
 Writer advised that a case will be sent to the case management team for review and that they can expect a call back by 11/04/10 no later then 8pm eastern.
 Customer was advised that due to the nature of their contact a call back is required and will take by close of one business day.
 Preferred anytime call back number is [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? 44897
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 As per COIN customer owns New 1 transferred to Used CJD, No SC, OOW 31000 miles.
 CONTACT UPDATE - 1st Contact attempt, Customer was not available. Left a message indicating another attempt would be made.
 CONTACT UPDATE: 2nd attempt to contact the customer, the writer left a detailed message.
 Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.
 CONTACT UPDATE: 3rd attempt to contact the customer, the customer has

stated that the dealership has not been able to duplicate her concerns, the writer advised the customer that she could get a second opinion if she would like. The customer understood and stated when she takes the vehicle in for the recall on the air bag sensor she will have them take a look at her concerns. The customer was advised that if the dealer can duplicate the concern and she is needing additional assistance to contact the CAC back and we can open a case at that time and look into what we can do at that time to assist with the repairs. At this time the writer will close the CAIR until the customer can have the concern duplicated. CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20109596
VIN	1D4GP25E2	5B [REDACTED]	Open Date	11/03/2010	Built Date	02/19/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	03/14/2005	Mileage	90,000	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	42183	C & C DODGE				
Dealer Address	1305 PIKE ST					
Dealer City	MARIETTA	Dealer State	OH	Dealer Zip	45750	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	PARKERSBURG WV [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Come on and off while driving
Recall - J38: SUPPLEMENTAL FRONT AIRBAG SENSORS - Advise Owner/Incomplete Recall	

Customer s wife called on husband behalf because he was at work, but customer said November 2/2010 while driving back from seeing their son at college, they were on the Interstate and at around 8:30 pm the vehicles head lights started flickering. The customer said at one point the head lights would turn off and than turn back on by themselves. Customer said that the flickering happened about 15 to 20 times and the head lights turn off and on about 6 to 8 times. This all happened when it was dark the time it started was 8:30 pm to about 10:30 pm. Customer said they kept going because they were in the middle of nowhere and did not want to be stuck out there. Customer said they will not drive the vehicle until it gets fixed. Customer has not taken it too the dealership because they decided to get on line to see if there was an issue with these particular vehicles. Customer was able to find out that there is numerous people with the same issue with the same kind of vehicle with the same issue. The customer said there was a lot of complaints and that there was no result to the issue with the head lights and people on the internet is saying that Dodge will not acknowledge the issue. Customer would like to see if Chrysler will help with the repairs and the diagnostic of the problem. Customer is aware of the recall on the vehicle because the agent made the customer aware of the recall. Customer name is: [REDACTED] Customer cell number [REDACTED] Agent informed the customer it could be 1 to 2 business days before a case manager were to contact them. ***** CASE MANAGER TEAM ***** CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Customer was not available. Left a message indicating another attempt would be made. Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability. Writer left voice message for customer advising customer to have the

vehicle diagnosed and to call back with the time the diagnosis is set for and dealer customer is working with.

2nd attempt made to contact customer on 11/8/2010 at 10:07 AM MT at [REDACTED].

Customer stated he will take vehicle to dealer 43783 this week for a complete diagnosis. Writer informed customer writer will follow up with dealer on 11/10/2010

Writer attempted to contact Service Manager (SM) John who was unavailable. Writer spoke with Service Advisor (SA) Robin who stated the vehicle is not at dealer 45446.

Writer contacted SM Chuck who stated the vehicle has not been to dealer. CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED]

Customer states he called dealer 43783 about the part for the recall.

Customer states he is waiting for a return call from the dealer. Writer advised customer to take vehicle to dealer for diagnosis.

Writer will follow up with customer on 11/18/2010

Customer Assistance Inquiry Record (CAIR)# 20131856

VIN	2C4GP44R4 5R [REDACTED]	Open Date	11/10/2010	Built Date	03/09/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	03/14/2005	Mileage	129,050	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	44461	CROWN DODGE			
Dealer Address	555 W CYPRESS AVENUE				
Dealer City	REDDING	Dealer State	CA	Dealer Zip	96001
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	REDDING CA [REDACTED]	Country	UNITED STATES		

Corporate - Excessive Contacts - Default - Default - Default	5
Corporate - CNA Change - Default - Default - Default	added customer's informationn as owner of vehicle/verified entire VIN
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights go out & not back on

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 The customer states, safety, when driving the headlights go out, the parking lights stay on. This is a intermittent problem, the customer can turn on the lights back and forth and then the headlights turn back on. The customer can not drive due to this intermittent problem.
 Briefly summarize what the customer is expecting:
 The customer would like the vehicle fixed and working.
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED], cell phone # & best contact
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code?49980
 ---Reassigned to 88F
 Up dated COIN
 [REDACTED]
 [REDACTED]
 REDDING, CA [REDACTED]
 [REDACTED]
 ***** CASE MANAGER TEAM *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:40am
 Customer was not available.
 Left a message indicating another attempt would be made.
 Customer states he went to a dealer that is no longer certified with Chrysler. Customer will contact dealer 44461 tomorrow to set up a diagnosis. Writer advised James will follow up tomorrow to find out when the appointment is.
 Customer called in to inform CM that appointment has been set for today at 9:30 am at dealer 44461. Writed informed customer it has been documented
 Customer was given an estimate electrical switch.
 Customer states that he was given an estimate for the repairs. Customer

alleges that the dealership states it is the electrical switch. Customer wants to know what to do now. Writer informed customer that a note would be given to CM for a call back

Writer contacted dealer and wanted to get warranty prices for the repair dealer states that he will Email them writer understood and gave the Email address T2email@chrysler.com dealer states that he will do so.
SM Scott

Writer contacted customer and informed him that at this time he is waiting on information from dealer before he can make his decision customer understood.

Customer is requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager. Customer states vehicle has been diagnosed and dealer is waiting to hear from CM. Customer hopes this matter can be taken care of soon as he states this is a safety issue. Customer has vehicle.

Writer informed customer that CM is waiting to hear back from dealer regarding the cost of repairs.

Customer s best contact number is [REDACTED] (cell). Writer transferred call to CM s voice mail as customer wished to leave CM a message.

Writer contacted dealer and spoke with SM Scott about repair dealer states that he believes that we should not assist in this repair its a wire that shorting out and that s what is causing the problem and it is a 3rd previous owner and a rental writer understood but got warranty prices.

parts \$64.30

Labor\$130.50

at this time chrysler will not be assisting in repair due to the fact that it is out of manufacture warranty.

Writer contacted customer and informed customer that at this time chrysler is declining customer understood.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20147155
VIN	1D4GP24R0	5B [REDACTED]	Open Date	11/15/2010	Built Date	02/17/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	05/30/2005	Mileage	80,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	44990	ALLEN SAMUELS DODGE				
Dealer Address	21777 KATY FREEWAY					
Dealer City	KATY	Dealer State	TX	Dealer Zip	77450	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	KATY TX	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default Headlights turn off on their own.

Caller states the vehicle lights turn themselves off intermittently. Vehicle has not been diagnosed at a dealership. Caller is seeking assistance with repair because he saw it on the internet that it is a problem. Forwarding for goodwill consideration.

Best Contact Number [REDACTED]
Reassigned to 88F

***** CASE MANAGER TEAM *****

1 vehicle listed, new-current, OOW by time/44000 miles, no SC CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Customer states headlights either do not turn on or will turn off occasionally for no reason. Customer has not had vehicle diagnosed at dealer.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Writer gave contact information for 3 other dealers.

Writer explained that information found on Internet may not apply to his specific vehicle or problem, diagnosis from dealer will give further information.

Customer stated he would like to speak with his case manager. Customer stated he took the vehicle to the Allen Samuels dealership in Katy, TX and was dealing with Frank Stevens in service. Customer stated he just received a call back from the dealer and was advised they think it is the headlight switch. Customer stated he was also advised that the parts and labor would be \$217.63 and the part would need to be ordered from Dallas by 4:30 PM CST. Writer advised customer the case manager would be notified for a call back as soon as possible.

***Writer contacted dealer and spoke to asst. SM Jackie who states customer does not have dealer loyalty, has not been to any dealer since 2008. Diagnosis - headlamp switch- \$225, there are several other problems with vehicle, needs multifunction switch, wiper switch, oil pan leak, none are warranty coverage. Asst. SM Jackie recommends no goodwill.

2nd attempt made to contact customer [REDACTED]

Writer explained that per dealer information this is considered normal wear and not covered under warranty. Writer did offer 1 year LOF service which customer accepted.

Writer has made note that customer feels headlamp is a safety issue regardless of age of vehicle, and Chrysler management needs to follow up.

CLOSED LOOP UPDATE -

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Writer spoke with customer and informed her that the oil change SC is ready to use on the vehicle. Customer thanked writer.

Customer Assistance Inquiry Record (CAIR)#	20182604
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VIN	1C4GP45R7 5B [REDACTED]	Open Date	11/30/2010	Built Date	02/02/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	02/03/2005	Mileage	79,900	Dealer Zone	63 DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	49980	C-H-S, INC./DOLLAR RAC	DODGE		
Dealer Address	5330 E 31 ST				
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74135
Owner	[REDACTED]			Contact Type	E-MAIL
Address	[REDACTED]			Home Phone	[REDACTED]
	ISHPEMING MI [REDACTED]			Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer concern about intermittent headlamps
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlights shutting off by themself while driving at nite and comming back on, then shutting off again.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I have searched online and found that my vehicle is not the only one that has this problem with the headlights shutting off by themselves, and turning back on. When this happens and I try to turn the switch to the parking lights, and back to headlights they do not always turn back on. I really feel this is a safety issue, and when I go the dealership they tell me they cannot duplicate the problem and send me on my way.

*****END OF CUSTOMER EMAIL *****

Thank you for your email regarding the service problems with your 2005 Town and Country.

We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are very difficult for the dealer to duplicate and may cause delay in diagnosis and repair. Often, the malfunction of many different components could produce the same symptoms. Unless the dealer is able to duplicate the problem, they cannot properly diagnose the concern and properly repair your vehicle.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. The more detailed information given to the dealer regarding the nature of the problem, the more it will assist them in performing prompt and accurate diagnosis and repair.

It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership.

Thanks again for your email.

*****END OF CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)#						20186079	
VIN	2C4GP54L7	5R	Open Date	11/29/2010	Built Date	10/22/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/20/2004	Mileage	100,794	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	45168	MCKENNEY DODGE, LLC					
Dealer Address	2339 EAST FRANKLIN BLVD						
Dealer City	GASTONIA	Dealer State	NC	Dealer Zip	28054		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	KINGS MOUNTAIN NC				Country	UNITED STATES	
Corporate - Survey By-Pass - Default - Default - Default							
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default							

Customer states she took the car to the dealer for service about 2 weeks ago because the passenger side sliding door would not close properly. Customer states she was assured they will get her a courtesy shuttle to take her back home and when she got there, she was told to wait in the waiting area and somebody will get to her. Customer states she has been there for over an hour because they just forgot about her. Customer alleges her husband had to come up to pick her up. Then customer she was later on told there is a motor that needed to be replaced: \$1600.00

Customer alleges she then took the car for a 2nd opinion to her local repair shop and was informed of a technical service bulletin on this door issue. Customer said she is very frustrated that the dealer wanted to have her pay for this repair while there is a tsb on it. Writer apologized for the inconvenience. Informed customer a tsb is an enhancement of the service manual and not a recall, therefore the dealer will charge for the repair since there is no recall. Informed customer that however, her complaint is documented, tagged, compiled in the dealers file and will be available for review. Customer gave her contact Cell phone

Advised customer agent can not guarantee a call back since such issues are handled internally.

Customer would like Chrysler to assist dealership on resolving issue, vehicle been at the dealership more then once on alternator problem, state it been tested and passes but the las facility advise alternator is shredded.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is cell

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code?45168

Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

SM was not available and no voice mail.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Left message.

2nd attempt made to contact customer. Left message.

Customer states the vehicle is having a electrical concern. Customer states the dealer is unable to diagnose the concern. Customer states this has been an ongoing concern with the vehicle. Customer states the sliding door is working properly at this time. Customer states that the vehicles electrical shiftier is not working properly, as well as the dash is flickering. Customer states the vehicles headlights are flickering as well at highway speeds. Customer states that she is concerned with the safety of the vehicle. Customer states the dealer did show the customer what has been checked and was willing to assist with the concern. Customer states that the dealer had the vehicle for a week and the dealer was unable to duplicate the concern, however when the customer took the vehicle she was having the concern with the vehicle. Customer states that the dealer informed that they did test drive the vehicle, however the customer is concerned that the dealer could not duplicate the concern. Customer states the vehicle was at the dealer last week for the concern. Writer informed the customer that the dealer will be contacted and a follow up will be made at that time.

Service Manager Lee states the customer has been into the dealer for the concern with the vehicle, however the dealer was unable to duplicate the concern. SM states the dealer did drive the vehicle over 100 miles and was not able to duplicate. SM states there is no safety concern and the vehicle is operative. SM states the dealer has assistance with several updates and rental vehicle at no expense to the customer, however has not been duplicated at this time.

Writer contacted the customer and left a detailed message, writer will follow up.

Writer contacted the customer regarding the information, customer states there is a concern with the window. Writer was providing the customer with dealer information, however customer states there is a dealer near the customer and will contact them if she chooses to do so. Writer informed the customer that the file will be placed on hold until further notice from the customer, customer agreed.

Customer Assistance Inquiry Record (CAIR)# **20191808**

VIN	1C4GP45R6 5B [REDACTED]	Open Date	12/01/2010	Built Date	03/11/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	04/20/2005	Mileage	34,823	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	44643	AUTOSERV OF NEWPORT CHRYSLER DODGE			
Dealer Address	8 JOHN STARK HWY				
Dealer City	NEWPORT	Dealer State	NH	Dealer Zip	03773
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WILMOT NH [REDACTED]	Country	UNITED STATES		

Product - Electrical - Park Assist System - Intermittent or Inoperative - Default | heads lights not working

Customer called in stating that the head lights on the vehicle are not working properly. Agent advised customer to contact the dealership

Customer Assistance Inquiry Record (CAIR)#						20207099
VIN	1D4GP45R5	5B [REDACTED]	Open Date	12/06/2010	Built Date	04/13/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	08/31/2004	Mileage	125,000	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	66689	ROCKLAND CHRYSLER JEEP DODGE				
Dealer Address	60 ROUTE 304					
Dealer City	NANUET	Dealer State	NY	Dealer Zip	10954	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	MONSEY NY [REDACTED]				Country	UNITED STATES

Product - Air Conditioning / Heater - Blower Motor - Inoperative - Default	Does not work
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	Does not work in the winter
Product - Steering - Unknown - Worn - Default	Had replaced twice under warranty
Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	Had these repaired under warranty
Product - Brakes - Drum Brake Assembly - Worn - Front	Had to replace the drums
Product - Body / Trim / Paint Finish - Unknown - Defective - Unknown	Manual doors do not open
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Sometimes flicker
Product - Emissions - EGR System - Defective - Default	Won't shut off
Product - Brakes - Pads/Shoes - Vibration - Front	Worn out prematurely

Customer called because she was online and found alot of problems with her vehicle. All the problems she is experiencing started around a year ago. The manual sliding doors are not opening, the egr valve won t shut off, the headlights are sometimes flickering, the blower motor does not work, the front pads/shoes/and drums have been replaced, has needed new ball joints, and steering done as well. Her driver s side window will not work properly work in the winter. The customer has stated that she will bring the vehicle into Rockland CDJ, code 66689. The customer would like Chrysler to help out with the cost of all the problems on the vehicle. Due to the nature of the call the writer is escalating to 88F for follow up. The preferred contact number is [REDACTED]. The customer will wait for the case manager to call back within 1-2 business days before they go any further with the vehicle.

***** CASE MANAGER TEAM - District ? 88P ? *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 8:34 AM

Operator states that the call can not be completed as dialed. Number is incorrect. CM called [REDACTED] and left customer a detailed message. CM will call later.

2nd attempt made to contact customer on 12/07/2010 at 1:04 PM Mail Box is Full. Answering machiene states that the customer s name is April. CM unable to leave customer a voice message.

Customer phoned in to return a previous call,Agent transferred to case manager.

Agent trasnferred customer to CM line upon request.

Customer called stating that she is returning call from the CM.

Transferred the customer over to CM for further resolution.

CM spoke with the customer 12/07/2010. Customer states that several

issues have gone wrong with her vehicle. Customer states that she did research and found multiple recalls on the vehicle. Customer says that she was never notified with that recall. Customer states that she found this information online. Customer states that she is going to contact the dealership and look into a complete diagnostics test. CM will follow up with customer 12/08/2010

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of possible repairs.

Based on the information at hand, agent is considering the following: Based on diagnostic test results, CM will look into OOW Goodwill assistance. CM informed customer that if the issues were caused by abuse/neglect, or, could have been prevented, CM will not be able to assist. Customer understood.

CM contacted Customer 12/08/2010 at 8:39 AM MST. Customer unavailable. CM left customer a detailed message for a return call. CM will attempt to reach customer later 12/08/2010

2nd attempt made to contact customer on 12/08/2010 at 10:02 AM
Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

3rd attempt made to contact customer on 12/09/2010 at 9:36 AM MST.

Left detailed message for a return call if required. [REDACTED].

4th attempt made to contact customer on 12/10/10 at 11:26 AM MST.

Left detailed message for a return call if required.

5th attempt made to contact customer on 12/10/2010 at 2:14 PM MST.

Left detailed message for a return call if required.

5th attempt made to contact customer on 12/13/2010 at 12:29 PM MST.

Left detailed message for a return call if required. Due to the 3+ and 5 consecutive attempts to reach Customer.

CM is closing case due to the 3+ and 5 contact attempt policy.

CLOSED LOOP UPDATE - no need for additional follow-up. Customer can open a new case, if they are seeking assistance.

Customer called in to speak with there Case manger.

Writher advise the customer that the case manger is not available provide the option of voice mail customer agrees

Customer Assistance Inquiry Record (CAIR)# **20236279**

VIN	1D4GP45R0 6B [REDACTED]	Open Date	12/17/2010	Built Date	09/26/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT	
In Service Dt	11/27/2005	Mileage	51,000	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	43233	DICK'S COUNTRY CHRYSLER JEEP DODGE			
Dealer Address	767 S W BASELINE				
Dealer City	HILLSBORO	Dealer State	OR	Dealer Zip	97123
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PORTLAND OR [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Lights intermittent
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Transmission jerks
Dealer - By-Pass - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Since 7,000 mi., transmisson jerks first shift, now headlights go out while driving

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Have had transmission checked many times for rough shifting, dealer says nothing wrong. Getting worse. Now (week ago) headlights started going out while driving. Very dangerous, almost had accident first time. Appears from posting on internet, is a common problem with these and no one seems to know how to fix it. Safety hazzard that I would think Dodge would need to address. Please let me know what I can do about these two problems.
John

*****END OF CUSTOMER EMAIL*****

Dear Janis:

Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!

We are very sorry to learn of the issues you have had with your vehicle. Your email was reviewed by Customer Care for Dodge vehicles and has been forwarded to a more appropriate area for their attention and response. This referral action will provide the best opportunity for your request.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative

Dodge Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

*****FORWARDING TO 88F DUE TO CUSTOMER REQUESTING ASSISTANCE FROM CHRYSLER*****

***** CASE MANAGER TEAM - District ?V? *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] at 4:01pm EST.

Customer states that he bought the vehicle from an old couple that were not able to drive the vehicle. Customer states that at one point the

lights had gone out at night. Customer states that he had to drive home without headlights. Customer states that he has to hold the lever for the brights to keep the head lights on. Customer states that he believes that this is a wiring issue. Customer states that his transmission jerks and he is concerned that it will stop working. Agent informed customer that we need a diagnoses. Customer states the he will be able to get the vehicle in for a diagnoses this weekend. Agent informed the customer that I would call the dealer and inform them that the customer would be coming in for a diagnoses. Agent informed customer that I would call him back after I speak with the dealer.

Agent called the dealership. Agent spoke with George in the service department. Agent informed SM that the customer would be coming in for a diagnoses. SM states that they would not be able to diagnose the vehicle till next week. Agent called the customer back. Customer states he will call the dealership and set an appointment. Agent will follow up with the customer on monday.

Agent called the customer and left a message indicating weather or not they had set an appointment.

Customer calling from dealership asking to speak to case manager. Transferred.

Customer called in to talk to case manager writer got customer over to case manager s extension for assistance

Customer needs to speak to cm , got voicemail on last transfer, transferring to cm department.

Customer calling to speak with their Case Manager, call transferred 66384.

Customer called in to speak with Case manager about case. Customer states that the repair on the light switch plus the diagnostic fee is \$266.00.

Customer states that the diagnostic fee is \$99.95. Customer states SM George is the one working on the case. Agent asked to speak with SM George for more information.

SM George came on the line and advised Agent that light switch is defective. Agent states that will assist with repair. Agent asked for warranty costs for repair.

Parts\$53.66

Labor \$103.92

Total\$ 157.58

Diagnostic fee is included in cost.

Agent asked SM if a \$25.00 co-pay is ok and SM agreed.

Agent spoke with customer again and advised of offer and customer accepted offer.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on ?describe the reason why this goodwill is being offered?. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$53.66

Labor = \$103.92

With the concurrence of the Service Manager, SM George the customer will have a co-pay of \$25.00.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Judy at 800-992-1997 extension # 66384. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 71 43233 12/22/10 18:51 O 20236279

*Contact Date:12/27/2010

Service Manager at the dealership has closed the Cair# 20236279

DCX goodwill repair is documented on Repair Order#037861

CAIR RETURNED FROM DEALER ON 12/27/2010 AT 11:18:072 R 20236279

Customer Assistance Inquiry Record (CAIR)# **20254663**

VIN	2D4GP44L3	5R [REDACTED]	Open Date	12/22/2010	Built Date	01/10/2005	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	01/12/2005	Mileage	89,000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	23296	BERGLUND CHRYSLER JEEP					
Dealer Address	2525 FRANKLIN RD SW						
Dealer City	ROANOKE	Dealer State	VA	Dealer Zip	24014		
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	FLOYD VA	[REDACTED]	Country	UNITED STATES			

Product - Electrical - Body Wiring - Defective - Default	Paid multiple times for multiple repairs.
Corporate - Survey By-Pass - Default - Default - Default	

The customer called because they are having electrical issues with the vehicle. The customer is stating they have had over \$1000.00 in repairs due to misdiagnosis of the problem of the vehicle. The customer is stating that the lights would go off and bells are going off. The customer is stating that the headlights were the issue in the first place but the dealership is trying to recharge for all these problems. The vehicle has been in the possession of the dealerships for over a month and a half all together the customer would like some assistance in the matter.

Customer advised a call back is required and will take place within one business day by COB their time. Tomorrow evening would be best.

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 42246
 Reassigned to 88F

***** CASE MANAGER TEAM - District ?88P? *****

Customer Chrysler History:

- 7 Used
- 2 Household
- 0 Service Contract

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 6:50 PM EST. CM contacted Mrs. [REDACTED] in regards to there concern with the vehicles electric issue. Mrs. [REDACTED] states that vehicle was just pick up from dealership 42246 and problem is happening again. Mrs. [REDACTED] states that vehicle has had the light switch, alternator, headlight wires and voltage sensor replaced on vehicle and the problem still occurs. CM inform Mrs. [REDACTED] that vehicle will need to go back to dealership 42246 for diagnosis. Mrs. [REDACTED] states that she will be able to drop off vehicle on Monday 12/27/2010 for diagnosis. CM advised Mrs. [REDACTED] that a follow up call will be made Monday 12/27/2010.

contact update:
 writer contacted customer to find out if the repairs on the vehicle were completed or not. customer states that the dealership refuses to talk to chrysler about the issues, that it was none of chrysler s business what they were doing to the vehicle.

IRF CONTACT- writer contacted service department, and was informed that yes they do work on the dodge vehicles, but they are not a dealership;

writer was transferred over to service advisor, who states that the vehicle is having issues with the ground wiring. there was no diagnosis on the vehicle. a different IRF had replaced the alternator, and now the IRF that it is at now is only reprogramming the computer, and was not fixed with the computer programming, and now is still not working right, SA states that they are now trying to diagnosis the issue with the vehicle. Sa has informed writer that alternate transportation has been provided. SA states that it was mis-diagnosed at an outside garage.

CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED] at 1:38 PM EST. CM contacted Mrs. [REDACTED] to get more information. Mrs. [REDACTED] states that [REDACTED] is looking at vehicle and states that there is a problem with the wiring. CM informed Mrs. [REDACTED] that a follow call will be made to [REDACTED] to get more information.

CONTACT UPDATE - CM attempted to contact Shop Foreman Danny in regards to Mrs. [REDACTED] vehicle at [REDACTED]. CM left a detailed message indicating another follow up attempt will be made on 01/04/2010.

CONTACT UPDATE - CM contacted Mrs. [REDACTED] to inform her that a attempt was made to Shop Foreman Danny to get information on there vehicle. CM informed Mrs. [REDACTED] that a follow up call will be made tomorrow 01/04/2011 as soon as CM get more information with SHop Foreman Danny.

CONTACT UPDATE - CM contacted Shop Foreman Danny to get information from the diagnosis on Mrs. [REDACTED] vehicle. Shop Foreman Danny states that he is still working on the vehicle and he will need a few more days. CM informed SHop Foreman Danny That a follow up call will be made Friday 01/07/2010.

CONTACT UPDATE - CM contacted Mrs. [REDACTED] to inform her that a call was made to Shop Foreman Danny. CM informed Mrs. [REDACTED] that a follow up call will be made Friday 01/07/2011 for further diagnosis results.

CONTACT UPDATE - CM attempted to reach Shop Foreman Danny but he was out for the day and will back Monday 01/10/2011. CM left a detailed message.

2nd attempt made to contact customer. Left message indicating another attempt will be made Monday 01/10/2011. CM left message stating that they are still trying to diagnose the vehicle and should have more updated information on Monday 01/10/2011.

Mrs. [REDACTED] called to speak with NT120 the case manager. Writer called extension 66226 to reach the case manager. Case manager NT120 answered and was able to take the call. Writer transferred the customer.

CONTACT UPDATE - Mrs. [REDACTED] called in to speak with CM. Mrs. [REDACTED] states that she picked up the vehicle from Shop Foreman Danny at dealership 42246. Mrs. [REDACTED] states that Shop Foreman Danny could not duplicate vehicle concern at this time and he wanted to replace a part that would not guarantee to fix their concern. Mrs. And Mr. [REDACTED] state that they declined them to replace the part. CM informed Mrs. [REDACTED] that in order for Dodge to consider any goodwill assistance the vehicle concern must be diagnosed before any goodwill assistance can be consider. Mrs. [REDACTED] states that she will try to bring the vehicle into the dealership 23296 for diagnosis at the end of the month. CM informed Mrs. [REDACTED] that case will be put on hold.

Customer Assistance Inquiry Record (CAIR)# **20254898**

VIN	2C4GP44R0	5R	Open Date	12/22/2010	Built Date	11/01/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/03/2005	Mileage	64,637	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	61661	FOSS MOTORS INC				
Dealer Address	133 PORTSMOUTH AVENUE					
Dealer City	EXETER	Dealer State	NH	Dealer Zip	03833	
Owner	[REDACTED]					[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Home Phone	[REDACTED]	
[REDACTED]	EPPING NH	[REDACTED]	[REDACTED]	Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head Light Switch Repair
Product - Steering - Power Steering Pump / Bkts - Leaks - Default	Power Steering Leak Repair

Customer [REDACTED] called and stated there is a power steering leak on her vehicle. Customer stated she took her vehicle to dealership 61661 on 12/20/10. Customer stated she had an oil change performed that day and the mechanic noticed a leak from the power steering. Customer stated the head lights are flickering, the mechanic stated she will need a new switch as well. Customer was quoted a price \$1000.00 power steering leak and \$150.00 for light switch. Customer is asking for assistance with the repairs.

Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Home Preferred Afternoon/Evening call back number is [REDACTED] Cell Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 61661 Reassigned to 88F

***** CASE MANAGER TEAM - District 88M *****
The writer spoke with SM Shawn. He will call back with the warranty rates.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] the writer infomred the customer that her case is cuurently being addressed with the service manager. The writer called dealer 61661. The service department is closed today for the holiday.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction . According to the dealer, the warranty costs of the repair are as follows:
Parts = 476.98
Labor = 160.77

With the concurrence of the Service Manager, Shawn, the customer will have a co-pay of \$250.00
DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Brian at 800-992-1997 extension # 66146. You may also contact us by email at: T2email@chrysler.com. This customer ?has / has not? been informed

of this decision. Please update and/or close CAIR when complete.

64481

REASSIGNED TO BC/DLR 32 61661 12/27/10 11:41 O 20254898

*Contact Date:01/03/2011

Service Manager at the dealership has updated the Cair# 20254898

Dealer attempting to contact customer.

*Contact Date:01/10/2011

Service Manager at the dealership has updated the Cair# 20254898

Dealer attempting to contact customer.

*Contact Date:01/10/2011

Service Manager at the dealership has updated the Cair# 20254898

Dealer attempting to contact customer.

DM reviewed. The owner has never recontacted the dealer and the dealer has been unable to get a hold of the customer. CAIR closed. Dealer will handle when and if the owner makes the vehicle available for service. _

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 20258244

VIN	2D4GP24R0 5R [REDACTED]	Open Date	12/23/2010	Built Date	09/23/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	02/08/2005	Mileage	128,600	Dealer Zone	71 LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	44709	MAGNUSSEN'S AUBURN CHRYSLER JEEP	DODGE		
Dealer Address	1901 GRASS VALLEY HWY				
Dealer City	AUBURN	Dealer State	CA	Dealer Zip	95603
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LOOMIS CA 9 [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	light doesn't work all the time.
Dealer - Service/Body Shop - Personnel - Other - Service Management	

Customer has had ongoing issues with the light switch Intermittently working off and on since he purchased the vehicle. Caller states that he has had the vehicle at the dealership, Dealer Code: 44709, Dealer Phone : 530-885-2900 a few times about this. Nov,2005, and again in 2007. Caller states that this should have been fixed back then when he was covered under the warranty. Customer states that now at 119,000 miles the problem still exists. Customer wants Chrysler to assist him with fixing the vehicle at no charge to him since this is an ongoing issue with this vehicle. Customer can be reached at [REDACTED].

***** END OF CUSTOMER NARRATIVE***

Escalating to 88F for assistance

*****END OF ESCALATING NARRATIVE***

***** CASE MANAGER TEAM - District ?V? *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.

Customer calls requesting to speak with JH1337
 Customer/Caller transferred to extension # 66220 voicemail per customer request.

Customer called to speak with JH1337. Transferred.

Agent spoke with customer. Customer states the headlights dont turn on. Customer states the headlights shut off. Customer states that its an saftey issue when the lights dont turn on at night. Customer states that he left his lights on. Customer states that this problem occured about a week ago. Customer states at 23,000 miles on the vehicle his lights had done this. Customer states the problem had occured several times while under warranty. Customer states that he would like the problem to be resolved. Customer states that he would also like Chrysler to cover the cost of this repair due to the problem occuring while the vehicle was still under warranty. Agent informed customer that I would contact the dealer and do a little research. Agent will follow up with customer 12/29/2010.

Agent called the dealership. Agent spoke with the SA Jeff. SA states the vehicle hasnt been in the dealer since 2005 for this issue. SA states he spoke with the customer but the customer did not want to bring the vehicle in. Agent called the customer. Customer states that he will set an appointment for tomorrow. Agent will follow up with customer 12/30/2010.

Agent spoke with customer. Customer states that the vehicle has been diagnosed. Customer put SA on the phone. Agent spoke with SA Scott. SA

states the Headlamp switc failed. Agent informed SA that I would like to assist the customer due to the problem occurring while the vehicle was under warranty. Agent spoke with the SM and authorized the repair. Agent gave customer \$30.00 copay. Agent will follow up with customer.

204 52

30.00

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on ?describe the reason why this goodwill is being offered?. According to the dealer, the warranty costs of the repair are as follows:

Parts & Labor= ?\$204.52?

With the concurrence of the Service Manager, , the customer will have a co-pay of ?\$30.00?.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Jessica at 800-992-1997 extension # 66220. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 71 44709 12/30/10 14:58 O 20258244

Agent called customer. Customer states that he is upset that he has to pay the diagnoses fee. Customer is asking for an address that he can write about his complaint. Customer is upset and will be expecting my call back.

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

*Contact Date:01/06/2011

Warranty repair has been documented on Repair Order#160608

CAIR RETURNED FROM DEALER ON 1/06/2011 AT 02:31:340 R 20258244

CM called customer and left a message.

2nd follow up attempt made to contact customer at 916-276-2379. Customer

states that the vehicle is repaired. Customer states the repairs are satisfactory. Customer requested that we provide the customer with the address information to send his complaint to Chrysler about being charged a deductible. Customer wanted to know why there would be a diagnosis fee.

Customer states that he wanted to know \$270.00 was charged to the customer. Customer states that this dealer applied the diagnosis fee to the repairs the previous time the customer brought the vehicle to the dealer.

Customer states that if the dealer had listened to him they would have known just to pull the switch and would have found the problem right away without having to charge so much for the repairs. Customer states he

finds this difficult to accept especially since he had a previous experience where they did not charge him a diagnosis fee, just a co-pay for the repair. Writer directed the customer to contact the Service

Manager or General Manager and provided the customer with the owner s name in the event he did not receive satisfaction from these dealer employees in the hope they can resolve the customer s complaint.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.



Customer Assistance Inquiry Record (CAIR)# **20258339**

VIN	1C4GP45RX 5B [REDACTED]	Open Date	12/27/2010	Built Date	03/17/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	
In Service Dt	04/12/2005	Mileage	85,403	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			
Dealer	49989	EDENTON MOTORS INC			
Dealer Address	P O BOX 2174				
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21203
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SAN FRANCISCO CA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	Headlight switch
Dealer - By-Pass - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Any recalls, specifically headlight switch?
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 I will be driving at night and my headlights will turn off, leaving my parking lights on. Possibly fiddling with switch will have it come back on. Dealer says they were out of switches, on backorder. Is there a recall on this? Can you help?
 *****END OF CUSTOMER EMAIL *****
 Dear [REDACTED]
 Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!
 We are very sorry to learn of the issues you have had with your vehicle. Your email was reviewed by Customer Care for Chrysler vehicles and has been forwarded to a more appropriate area for their attention and response.
 This referral action will provide the best opportunity for your request. Thanks again for your email and have a wonderful day!
 Sincerely,
 Matt
 Customer Service Representative
 Chrysler Customer Assistance Center
 *****END OF CAC EMAIL RESPONSE*****
 *****FORWARDING TO 88F DUE TO BACKORDERED PART*****
 * * * * * CASE MANAGER TEAM - District 88U * * * * *
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Unable to reach customer by telephone, left message with text information.

Customer Assistance Inquiry Record (CAIR)#						20310412	
VIN	1D4GP24R4	5B [REDACTED]	Open Date	01/11/2011	Built Date	02/26/2005	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	02/28/2005	Mileage	48,952	Dealer Zone	71	LOS ANGELES	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US		
Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE					
Dealer Address	4100 STEVENS CREEK BLVD						
Dealer City	SAN JOSE			Dealer State	CA	Dealer Zip	95129
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	SAN JOSE CA [REDACTED]				Country	UNITED STATES	

Corporate - Excessive Contacts - Default - Default - Default	6
Product - Electrical - Lamps and Switches - Other - Default	light switch needs to be replaced

Customer states the head light switch needs to be replaced (\$200.00), the horn is not working properly (\$100.00) and there is an aftermarket alarm system that opens the rear door as well as the driver door and only the driver door should open. Customer is seeking cost assistance for the repairs as she feels that since she has an extended warranty it should cover something however the dealership has advised that they are not covered.

Customer advised a call back is required and will take place within one business day by COB their time. Preferred Morning/Midday call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED]. Who has possession of the vehicle? (Owner/Dealer/IRF) Owner. Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes. If a CDJ dealer has diagnosed, what is the dealer name or code? 45358. Reassigned to 88F.

***** CASE MANAGER TEAM - District O *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Customer called seeking to speak with the case manager. Agent verified COIN information and transferred customer to the case management team (1-800-763-8422) for further assistance.
 Customer returning call. Customer states that at night she has to drive with high beams. Customer states that the best number to reach her is [REDACTED]. The alarm system that was replaced was done at the dealership, when opening the door then the back door opens as well and this has been going on since got the new alarm. Dealer only wants to pay half. Customer does not have the money to pay half. Customer stated that when she got the car the horn worked now it does not but the vehicle has not been in an accident. Customer wants to be treated fairly.
 Customer has to hold the switch while driving to keep high beams on. Writer received call from customer complaining that she has not been called back. Writer offered to transfer to CM, customer refused. Writer offered to get a message to the CM, customer refused. Customer wants it noted on the account that she feels the vehicle is unsafe to drive, but she will drive it anyway because CM did not call her. Writer advised I

will notate the account. Writer asked if customer had any other questions or requests. Customer became abusive. Writer warned customer I would disconnect if she continued. Customer continued to be abusive. Writer disconnected call.

2nd attempt made to contact customer. Left message.

MRS [REDACTED] calling to speak with their Case Manager. Owner will not be available for about an hour and will call back this afternoon.

[REDACTED]*

Customer called to speak with the case manager. Agent verified customer s information, thus escalated the caller to the case manager s department. Customer is very upset because she has not heard back from her CM. Writer attempted to contact CM but was unable to. Customer states that she wants someone to contact her back ASAP because she should not have to keep making these calls. Customer states that her headlights do not work and that she is driving at night with her high beams. Customer states that her vehicle only has 48000 miles on it and should not be having these problems. Writer offered to see if another CM was available but customer became very angry and states that we have her number and she wants a call ASAP because she will not be at her phone all day. 408-363-8080
Writer is considering assistance because the customer purchased an 8/80 service contract but it does not cover the needed repairs. Writer spoke to the customer informing her that goodwill consideration would be given for the horn issue and the light issue but because the alarm that she is having problems with is an aftermarket part she will be responsible for that. Writer advised the customer to have a diagnosis completed so a goodwill decision can be made. Writer informed SA Tony at the dealership that the customer will be coming in for diagnosis. Writer will follow up with the dealership and the customer when the diagnosis is performed. Dealership called. Writer transferred.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair because the customer purchased a service contract. According to the dealer, the warranty costs of the repair are as follows:

Parts = 45

Labor = \$290

Total = \$335

Co-pay = \$100

Amount Pre-authorized (PA) = \$240

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Ben at 800-763-8422

You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 71 45358 01/24/11 16:03 O 20310412

1/28/2011 Reviewed file, need to follow up with Dealership. PEG

*Contact Date:02/01/2011

DCX goodwill repair is documented on Repair Order#120981

CAIR RETURNED FROM DEALER ON 2/01/2011 AT 06:33:645 R 20310412

Writer spoke to the customer who stated that her horn works now but the dash lights in the car don t work right away when she turns on the vehicle. Writer advised the customer to bring the vehicle back to the dealership so they can look at it again. Writer called the dealership and spoke to SA Tony advising him that the customer is still having problems with the dash lights and that she ll be making an appointment to bring the vehicle in. Writer asked Tony to call when the diagnosis is completed.

Writer left a message for the customer to follow up on the issue with the dash lights.

Writer spoke to SA Tony who stated that they were unable to duplicate any issue with the lights. Writer left another message for the customer that until a problem can be duplicated there would be no further consideration for assistance. Writer advised the customer to call the CAC in the future if the dealership is able to diagnose a problem with the lights

left a call back number for the customer if she has any questions.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called wanting to know her case number. Writer gave customer
case number transfered to case managers voicemail.
Customer calls to speak with their Case Manager. Writer transferred the
customer to the case management line.
Caller requesting to speak with Case Manager.
Writer sent a note to the CM.
Customer would like to be contacted at: [REDACTED].

Customer Assistance Inquiry Record (CAIR)#						20311035
VIN	2D4GP44L4	5R	Open Date	01/16/2011	Built Date	04/01/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	09/07/2005	Mileage	90,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	EVANSVILLE IN		Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	Customer upset with varying issues with vehicle.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	
Recall - J38: SUPPLEMENTAL FRONT AIRBAG SENSORS - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

REOCCURRING PROBLEMS WITH THIS CAR

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

THIS CAR HAS SEVERAL PROBLEMS THAT HAVE REOCCURED OVER AND OVER AGAIN SINCE

I PURCHASED THE CAR. 1. I VE GONE THROUGH FOUR SETS OF BRAKES AND ROTORS 2. THE HEADLIGHTS FLASH OFF AN ON WHILE DRIVING. 3. THE SLIDING DOORS PERIODICALLY STOP WORKNG FOR SEVERAL DAYS. 4. THE HOOD LATCH JAMS AND CAN T BE OPENED. 5. PLUS THERE ARE A NUMBER OF IN-CABIN ISSUES, SUCH AS THE DVD PLAYER, THE POWER CHAIRS BREAK APART, THE MIDDLE CONSOLE LID BREAKS OFF, AND MORE. THIS IS A VERY BAD CAR.

*****END OF CUSTOMER EMAIL *****

Dear

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2005 Grand Caravan.

I am sorry to learn of the problems you have experienced with your vehicle.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

Recall # Description

J38 SUPPLEMENTAL FRONT AIRBAG SENSORS

We suggest that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your

vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler
Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email, Jeff.

Sincerely,

*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#						20335673
VIN	1D8GP45R6	7B [REDACTED]	Open Date	01/19/2011	Built Date	03/28/2007
Model Year	2007	Body	RSKH52	DODGE CARAVAN SXT SWB WAGON		
In Service Dt	04/25/2007	Mileage	68,000	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	43389	EARNHARDT'S GILBERT DODGE INC				
Dealer Address	1301 NORTH ARIZONA AVENUE					
Dealer City	GILBERT	Dealer State	AZ	Dealer Zip	85233	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MARICOPA AZ [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	customer states her head lights went out on her
Corporate - Survey By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
customer states her head lights went out on her
Briefly summarize what the customer is expecting:
seeking assistance
****End structured narrative T2 - Beginning Narrative
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?43389
Reassigned to 88F
***** CASE MANAGER TEAM - District 88N *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] Left message
Customer calls requesting to speak with DA690
Customer/Caller transferred to extension # 66197
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Left message.
4th attempt made to contact customer. Left message.
Customer calls requesting to speak with ?DA690 ?
Customer/Caller transferred to extension # 66197
Writer spoke to customer and obtained the correct VIN. This VIN is not
the vehicle customer has issues with.
Writer created new CAIR#20376264.
Writer closing CAIR.

Customer Assistance Inquiry Record (CAIR)# **20337826**

VIN	2D4GP44L0	5R	Open Date	01/23/2011	Built Date	10/04/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	12/09/2004	Mileage	80,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	44309	CROWN MOTORS				
Dealer Address	970 WOODLAWN DR					
Dealer City	FARMINGTON	Dealer State	MO	Dealer Zip	63640	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	
	DARDANELLE AR [REDACTED]				Country	UNITED STATES

Product - Engine - Unknown - Broken/Cracked - Default	Failure
Product - Electrical - Unknown - Defective - Default	Multiple malfunctions
Corporate - Complaint Contact - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

My Unsafe 2005 Dodge Grand Carvan has serious electronic issues. head light s/dash lights/radio/other instrustments flicker which has caused the engine to die while traveling at 70 mph causing dangerous loss of control of vehicl e.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

My van was purchased in 01/2009 to transport my grandchildren and at this time the vehicle is unsafe to use since it is a danger to all passengers. This is my 4th Dodge Van and 7th Dodge product. Over the last 2 years, Over the last 2 years, I have taken this van to 3 local Chrysler/Dodge dealers to be repaired. In each case, the dealers were not able to identify any issues with the van based on information from the van s computer. I also found no Dodge recall information regarding the instrument electronics for this van. Over the last 2 years, in an effort to repair the van, the dealers have replaced the alternator, the body control module and has checked most all electronic equipment. Their efforts did not repair this van. This will be my last Chrysler/Dodge product since I cannot find anyone and/or dealer to repair it. I wanted you to know this. I am currently looking to purchase an SUV to replace this van and hope I can find a manufactuer who will provide adequate support since most of the new products have added a significant amount of electronic and computer components. My Van currently sits in my garage until I decide what to do with it. I can not sell it to another individual since it is so unsafe. The dealers involved are River Valley Motors, Russellville AR (seller), Hagans Motors, Morrilton AR (repair work), and Clarksville Motors, Clarksville, AR (repair work). Needless to say my new SUV will not be a Dodge.

*****END OF CUSTOMER EMAIL*****

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center. I have reviewed your email and escalated your concern to a more appropriate area for attention and response. A representative will be in contact with you. This referral action will provide the best opportunity for your request.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met.

Please accept our apology for the problems you have experienced.

Sincerely,
Ashley

*****END OF CAC EMAIL *****

Writer reassigning to 88F for follow up.

*****END OF RATIONALE FOR ESCALATION*****

* * * * * CASE MANAGER TEAM - District ? u ? * * * * *

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]

Customer did not answer. A detailed message about the case was left, including contact information. A call will be attempted at another time.

CUSTOMER CONTACT [REDACTED] Customer states that she does not want to drive the vehicle since it has not been diagnosed. Customer states that 2 weeks after she purchased it from an individual, is when it started to fail. Customer states that she took it to the dealer and was not able to find the problem. Hagans Motors, Morrilton is where the customer took the vehicle the last time. Customer states that she is out of town now, and has the keys to the vehicle with her. Customer is requesting that the vehicle get repaired at no cost to her. Customer states that she has already put \$2000.00 into the vehicle in repairs to try to fix this problem. Customer was informed that to have the vehicle fixed at no cost to her would not be an option, as the vehicle is out of warranty. Case manager informed customer that a call will be made back to her in a few days after some research is done.

Customer call back number is [REDACTED] (husband)

Customer is 4th owner, Purchased in 2009, 3/36 (expired 2007)

Customer contact [REDACTED] (husband) states that he has taken the vehicle to the dealership 2 times, and they are not able to diagnose it. They have changed the PCM, but it is back doing the same thing now.

Customer states that they have spent alot of money on this, and no resolve. Customer states that his wife has the keys, and they are not sure what they want to do . Case manager informed customer that in order for the vehicle to be considered for assistance, we would need a diagnosis from a dealer. Customer was also informed that the warranty expired in 2007, and that he is the 4th owner. Customer understood.

Dependant on what customer wants to do, they will have a diagnosis done, and call to open a new case at a later date.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **20345161**

VIN	2D4GP44LX	5R [REDACTED]	Open Date	01/21/2011	Built Date	08/24/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	05/23/2005	Mileage	121,000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	68640	WILLIAMS CHRYSLER DODGE JEEP				
Dealer Address	1015 FORT WORTH HIGHWAY					
Dealer City	WEATHERFORD	Dealer State	TX	Dealer Zip	76086	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	SPRINGTOWN TX [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	dash lights, head lights ,tail lights, clock flickering off and on
Corporate - Survey By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 dealer unable to diagnose problem when all lights flicker vehicle starts to stall customer read could cause a fire
 Briefly summarize what the customer is expecting:
 would like Chrysler to help with repair and see if trouble can be diagnosed
 ****End structured narrative T2 - Beginning Narrative
 Customer vehicle lights, clock, alarm all start to flicker which then causes vehicle to slow or stall while driving. Dealer, Auto Zone, have done diagnostics and found nothing. Customer looked up in internet says others having same trouble, would like to know what problem is and get it fixed. Gauges bounces back and forth when starts vehicle at times. Customer drives grandkids around and afraid could cause accident or start fire.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68640
 Reassigned to 88F
 Customer vehicle lights, clock, alarm all start to flicker which then causes vehicle to slow or stall while driving. Dealer, Auto Zone, have done diagnostics and found nothing. Customer looked up in internet says others having same trouble, would like to know what problem is and get it fixed. Gauges bounces back and forth when starts vehicle at times. Customer drives grandkids around and afraid could cause accident or start fire.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68640
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District 88U *****

As per COIN the customer has owned,
0 new, 1 used, current owner 1 used.
No CSC

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 8 [REDACTED]

The customer was not available to take the call. Writer will attempt to contact the customer within 48 hrs.

CONTACT UPDATE: 2nd attempt made to contact customer.

Left message, another attempt will be made within 48 hrs, the writer also left the contact number of the case management line 800-763-8422 (extension # 66344) along with the text message number.

CONTACT UPDATE: Writer attempted to contact the customer, the customer has stated that she has not been able to get the issues duplicated by the dealer or auto zone. The customer states that no codes come up for them to have a starting point to start working on the vehicle. The customer states that the dash lights and other electrical issues are making her vehicle go crazy, the customer states that while driving down the road the vehicle will just shut off and sometimes it wont start back up. The customer was advised that we want to make ourselves available to resolve her concern, however the diagnostic fee and the repair cost would be her responsibility. The customer stated she may not get to the dealer for a couple of weeks, at this time the writer will place the CAIR on hold until the customer can call with a diagnostic and if it is a safety concern we would look into assistance at that time. The customer understood and stated she will call if she is able to get to the dealer and get the vehicle diagnosed.

Customer Assistance Inquiry Record (CAIR)#**20357714**

VIN	1D4GP25BX 5B [REDACTED]	Open Date	02/04/2011	Built Date	03/17/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON	
In Service Dt	06/08/2005	Mileage	82,263	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Owner	[REDACTED]			Contact Type	E-MAIL
Address	[REDACTED]			Home Phone	
	WENDELL NO [REDACTED]			Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer experiencing unknown electrical issues with vehicle.
--	---

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Electrical Issues 2005 Dodge Caravan

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I recently bought the van and found the gauges on the dash board would move erratically--There would a popping noise and the radio would cut off--The battery was replaced and the situation got better--Then over the weekend the headlights started flickering and the van cut off at a stoplight. The battery light came on and the check engine light came on--There is many like issues out there on the internet--Has Dodge found any solutions to the electrical problems that customers can share with the local dealers and service technicians. Thanks for your help [REDACTED]

*****END OF CUSTOMER EMAIL *****

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2005 Caravan.

I am sorry to learn of the electrical issues you have experienced with your vehicle and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thanks again for your email, Joe.

Sincerely,

*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# **20377826**

VIN	2C8GP54L2	5R [REDACTED]	Open Date	02/04/2011	Built Date	03/18/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	10/02/2005	Mileage	80,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GLENDALE AZ [REDACTED]			Country	UNITED STATES	

Corporate - Recall - Default - Default - Default inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 The headlights intermittantly turn on and off or just won;t turn on at all.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 The headlights will turn off in the middle of driving. The switch has to be turned several time to get the lights back on. Sometime when we get in the van, they just won t turn on at all and it takes up an hour of turning the switch to get the lights to come on. I am not seeing that there is a recall on this but several of the forums that I have been on shows that alot of other customers is having this same problem. Is there a recall on this problem? If not, can you guys look into haveing one? This is very dangerous when driving at night.
 *****END OF CUSTOMER EMAIL*****

Dear Pamela:
 Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!
 Please accept our sincere apologies for the delayed response to your email.
 A review of our records indicates that your 2005 Chrysler Town & Country does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail.
 Please keep us informed of any change of address.
 You may also access the self-service recall site on the internet to check on your vehicle s involvement in any future recalls that are published. Simply go to your brand website Owners page:
<http://www.Chrysler.com/en/owners> and enter your Vehicle Identification Number (VIN) where appropriate.
 If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.
 Thanks again for your email and have a wonderful day!
 Sincerely,
 Matt
 Customer Service Representative
 Chrysler Customer Assistance Center
 *****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# **20383136**

VIN	2C8GP54L9	5R [REDACTED]	Open Date	02/03/2011	Built Date	02/17/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	03/23/2005	Mileage	55,025	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	60284	MIKE ANDERSON CHRYSLER DODGE	SUPERCENTER OF LOGANSPO, INC.			
Dealer Address	417-23 SOUTH THIRD STREET					
Dealer City	LOGANSPO	Dealer State	IN	Dealer Zip	46947	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	GALVESTON IN [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Other - Trunk/Deck Lid/Hatch	Does not close with remote.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights strobe while operating with seat heater.
Product - Electrical - Power Sliding Door - Seized/Sticks/Binds - Passenger Side	sometimes will not close properly

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Lights on the vehicle are strobing when the customer uses his seat heater and the hatch does not close remotely.
 Briefly summarize what the customer is expecting:
 To get these repairs fixed. To obtain with held repair orders from dealership

****End structured narrative T2 - Beginning Narrative
 Customer called in and states after the 3rd repair the vehicle is still demonstrating the strobing effect while the the seat heaters are on and that the hatch still does not close with remote. Customer feels the SM is hiding information if he is performing any work as he avoids providing customer with R/O. Customer has not been provided with R/O for the last 3 repairs and dealership visits. Customer wants R/O s and vehicle fixed. Customer has an unresolved concern.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code?60284 Reassigned to 88F
 Customer calls seeking recall information. Advised the customer of incomplete recall J38 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer alleges dealer took care of this recall.
 Writer informed customer their concerns would be documented so CM could touch basis with 60284 to have them close out the recall.
 ***** CASE MANAGER TEAM - District 88N *****
 Original owner, has a SC, oow for 3/36 in for 7/70, 1st CJD vehicle owned.
 Writer contacted the dealership and spoke with SM Ron. SM states that they put a whole new wiring harness in the vehicle a week ago. Customer was going to drive it and they had not heard back from him so they

thought the issue was resolved. SM states customer needs to bring the vehicle back in. SM states case was turned over to a new technician so he will have to have him contact STAR. SM also states he has already informed the customer he will get the last 3 RO s for him.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:30 am MST.

Writer contacted the customer and got VM. Writer left the customer a message informing him that he needs to contact the dealership to make them aware that the issue has not been resolved with the new wiring harness that was put in. Writer advised him that he needs to contact them to make an appt and the SM will contact the STAR team. Writer also advised him that the SM will get him the last 3 RO s he is requesting. Writer advised customer case is being sent to the dealership.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is vehicles light strobe when customer uses the heated seats.

Agent called dealer and spoke to SM Ron, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 42 60284 02/04/11 12:35 O 20383136

Customer calls seeking recall information. Advised the customer of incomplete recall J38 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer wants some info. Customer states that he wants copies of the invoices. Customer states that the dealership isn t giving him copies of the paperwork.

Customer called to speak with the case manager. Agent transferred the caller to case manager.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Sometimes when using remote the side door will not close

Briefly summarize what the customer is expecting:

customer wants vehicle fixed and wants documentation of repairs at the time the repairs are completed

****End structured narrative T2 - Beginning Narrative

Customer is very upset his flashing light and door issue still have not been resolve and that he is not getting documentation when repairs are done. Customer stated he will speak with Dealer and call us back if he is not satisfied

Ron at dealership is working with customer.

Writer contacted the dealership to speak with the SM to get a update on the customer and the CAIR. SM states that the customer contacted him today. SM states that he is going to be driving the vehicle at night over the weekend. SM states they called STAR and STAR is telling them that this may be a normal condition but SM feels that from what the customer is describing it may not be so he is going to drive it for the weekend.

SM also states parts for the customers doors are on BO.

parts on order, dealer keeping vehicle to drive.

Writer contacted the dealership to speak with the SM on a update. Dealer was closed and writer will follow up again.

Writer contacted the SM Ron he states that they put new ground wires in the vehicle and he is going to go on a test drive with the customer at night. SM states customer has his cell phone number and will contact him some time this week. Writer advised him follow up 3/21/11.

follow up on 3-21-11 if test drove vehicle at night.

Writer contacted the dealership and spoke with Ryan the SM. He states that Ron is the assistant SM. He states that the customer has not contacted Ron to take the vehicle on a test drive at night to make the issue is resolved.

Writer contacted the customer to see when he has plans to contact Ron at the dealership to take the vehicle for a test drive. Writer got VM and left the customer a message.

Writer contacted the customer and got VM. Writer left customer a message

Writer is closing the case customer has not returned Chrysler calls or contacted the dealership o test drive at night. Writer assumes customers issue has been resolved.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#	20393292
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VIN	2C8GP64L3 5R [REDACTED]	Open Date	02/07/2011	Built Date	02/10/2004
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB	
In Service Dt	10/23/2004	Mileage	58,300	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	41874	BONIFACE HIERS CHRYSLER DODGE			
Dealer Address	1775 E MERRITT CAUSEWAY				
Dealer City	MERRITT ISLAND	Dealer State	FL	Dealer Zip	32952
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MERRITT ISLAND FL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	Customer stated headlights come on and off, and dash lights are very poor
Product - Electrical - Battery - Defective - Default	

Customer stated that lights come on and off, and dash lights are very poor as well, and dealer doesn't know what is wrong with it. Customer was given another dealership's information for a different attempt for a diagnosis. Customer also stated that when battery was replaced lights started to blink. Customer was advised that case would be reviewed internally. Customer stated that when dealer looked at the lights they said that in order to fix them then they would need to charge the deductible, yet it wouldn't guarantee the issue would be fixed, so customer stated that she will take it to a different dealer.

Customer Assistance Inquiry Record (CAIR)# 20431162

VIN	2C4GP54L4 5R [REDACTED]	Open Date	02/18/2011	Built Date	03/10/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	03/31/2005	Mileage	93,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	23563	JACK WOLF CHRY-JEEP INC			
Dealer Address	1615 N. STATE STREET				
Dealer City	BELVIDERE	Dealer State	IL	Dealer Zip	61008
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BELVIDERE IL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Unknown - Intermittent or Inoperative - Default	all the gages light up and radio will not work either.
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*****88F*****

Caller name: DONALD D JOHNSON
 Caller s Number: 815-332-2369 Central Time.
 Dealership s name: JACK WOLF CHRYSLER JEEP DODGE INC
 Dealership s Number: 815-544-9211
 Dealer code: 23563
 Where is the vehicle? The vehicle is with the caller at the moment.
 Has the vehicle been at a dealership for diagnostics? Yes it has been looked at and the dealership they can t find what is wrong with the vehicle.
 What is wrong with the Vehicle? Caller is saying he could be driving and the vehicle will cut out all of sudden and that time all the warning lights will come up and the radio will quit playing. As sudden as the problem starts; it will also stop. Caller said he has sunk a lot of money so far into that problem. This has been going on for at least 19 months. Caller is saying his dealership has been great in trying to figure out what is wrong with the vehicle.
 What does the caller seek by calling Chrysler? Caller wants his vehicle fixed. Caller is saying he does not feel safe with the vehicle. Caller is saying he only goes to work with the vehicle and will not take it out of town because all the problems he has been having. Caller said he went on the internet and found a lot of other people with the same brand vehicle having the same problem and that the issue isn t being fixed. Dealership can be contacted about this matter. Caller would like a CM to contact them on this matter. Agent informed the caller it would be 1 business day before a CM contacts them on this matter.

*****88F*****

***** CASE MANAGER TEAM - District ? P ? *****
 Customer is second owner of vehicle, currently only vehicle in household, one active Service Contract on vehicle, 8/80 Certified Pre Owned Vehicle \$100.00 deductible.
 Vehicle purchased 08/01/07.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Customer calls to speak with their Case Manager. Writer transferred customer to voice mail.
 Customer called to speak to Case manager (CM). Customer states that all the light will start flickering including the headlights, tail lights and all the lights on the dashboard. Customer states that the radio will go on and off. Customer states that he only drives the vehicle to and from

work as he is afraid of driving it further than necessary. Customer states that now the transmission is slipping. Customer states that the dealership has not been able to diagnose the issue as there are no codes. Customer states that they have been working with him to possibly get another vehicle however he cant afford that right now. Customer states that he has been speaking with Service Manger John Clark.

Writer contacted dealer 23563, 815-544-9211. Writer spoke with Service Manager (SM), Gus. SM Gus states vehicle has been brought to dealer for light flickering in 09/10, and 02/10. SM Gus states could not duplicate problem as of them times, no diagnoses fee was charged to customer. SM Gus states vehicle was experiencing light flickering on 09/10, but could not diagnose cause at that time, as issue quit just as suddenly as it started. SM Gus states vehicle was last a dealer 02/11/11 for an oil change, SM Gus states recommended maintenance to vehicle at this time, but customer declined. SM Gus states customer did not mention transmission slipping as that time.

Writer contacted customer, [REDACTED]. Writer was given customers cell number [REDACTED]. Customer states right after purchasing vehicle, customer states transmission was slipping only during take off. Customer states has taken vehicle in to different places to determine the issue with electronic flickering. Writer advised customer if dealer can not diagnoses or duplicate problem, writer can not assist with repairs.

Writer advised customer writer could contact dealer and inquire if a senior service technician can be contact to examine vehicle.

Writer contacted dealer 23563, 815-544-9211. Writer spoke with SM Gus. Writer advised SM Gus customer states issue is happening every day now. Writer advised SM Gus customer stated will contact dealer regarding issue. Writer inquired if diagnoses still does not reproduce issue, if STAR can be contacted to look in to vehicle. SM Gus stated will look in to resolving customers concern.

Writer contacted customer, [REDACTED]. Writer was advised customer was on vacation. Writer was not given a return date.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 20455345

VIN	2D4GP44L5	5R [REDACTED]	Open Date	02/24/2011	Built Date	10/04/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	10/15/2004	Mileage	79,900	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	68978	LUTHER BROOKDALE CHRY-JEEP				
Dealer Address	8188 BROOKLYN BLVD					
Dealer City	BROOKLYN PARK	Dealer State	MN	Dealer Zip	55445	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MINNEAPOLIS MN [REDACTED]				Country	UNITED STATES

Service Contract - Used Contract Coverage - Added Coverage - Request for Provisions - Default	Covered components
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

Briefly summarize why the customer is contacting Chrysler: Customer complains of shoddy workmanship.
 11/17/10- Customer states was not charged for anything. Agent confirms repairs were under emission warranty.
 1/29/2011 Customer paid for another diagnosis - Customer alleges that dealer charged both diagnosis and deductible at that time; align - egr valve, repaired head light wiring and replaced bulb, tie rod end,
 2/19/2011- Customer states that still had the same issue but both headlights were not working correctly. Told them another diagnosis was not necessary b/c they didn't fix it the first time.
 Briefly summarize what the customer is expecting: Customer seeks to have car fixed. Customer is seeking to have this corrected at another dealer because she has not confidence in this dealer.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? (Owner/Dealer/IRF) customer
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District 88N *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Unable to reach customer by telephone, left message with text information.
 2nd attempt made to contact customer. Left message.
 Unable to reach customer by telephone, left message with text information.
 3rd attempt made to contact customer. Left message.
 Unable to reach customer by telephone, left message with text information.
 Customer calls requesting to speak with LD357.
 Agent informed the customer that LD357 does not get into work until 8:30 AM MST.
 Customer states that it's hard to get a hold her until after 2 PM CST, because she has school in the morning.
 Writer verified the customers best contact # [REDACTED] home.
 Writer informed the customer that a note will be delivered to the CM desk

for a call back.

Customer is upset about the work that was done at dealer 66912 and will take her vehicle to another dealer to diagnose the issues. Customer states that she does not want writer to contact new dealer, writer obliged and informed customer that we would follow up next week and for the customer to call us once the vehicle is at the dealer. Customer states that she plans to go to dealer 68978.

4th attempt made to contact customer. Left message.

Unable to reach customer by telephone, left message with text information.

Customer states that she is planning on taking the vehicle to the new dealer but has not been able to. Customer was upset about current situation of the vehicle and writer advised customer to keep the call professional. Writer advised customer that when she goes into the new dealer we can work on the case and as per notes 41-46 that we would not contact new dealer. Writer advised customer 4-5 times to keep call professional or the call would be disconnected, customer did not oblige, writer disconnected call.

5th attempt made to contact customer. Left message indicating that agent would like to follow up with her and whether she has opted to take the vehicle to another dealership for repairs.

Unable to reach customer by telephone, left message with text information.

Customer Assistance Inquiry Record (CAIR)#	20466790
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VIN	2D4GP44L8	7R [REDACTED]	Open Date	03/01/2011	Built Date	10/13/2006
Model Year	2007	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON		
In Service Dt	12/04/2006	Mileage	78,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	BEVINGTON IA [REDACTED]				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	complaint about overall quality of vehicle due to multiple repair issues
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Whats going on dodge!!!
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Owned since 2008 with 50000 miles! List of problems. Oil pressure sensor failure,Air conditioner lines failed,sway bar links failed,tierod ends innner/outer failed no lubrication from factory??.eats front breaks rotor
 warp second set so far,power steering pump failure,headlights shut off randomly at night still investigateing this big saftey issue, engine cooling fans failure,tourque converter slips,intake manifold leaks oil, rust on doors and hatch, serpentine belt slips wont charge sometimes, power
 slideing doors grind waiting for them to fall off,front axle bearings failure. Is this a disposeable van after 50000 miles Whats UP!! dodge?
 Was
 looking at a new jeep but now i am scared to buy from u.... Any input please???

*****END OF CUSTOMER EMAIL*****

Dear [REDACTED]:
 Thank you for contacting the Dodge Customer Assistance Center. We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.
 Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
 You mention that you have an unresolved repair issue with the headlights intermittently failing. It is not clear if you are working with a dealership to resolve this issue? If you wish assistance with the dealership to assist in getting a resolution, please advise by responding to the link below.
 Thanks again for your email.
 *****END OF CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# **20479345**

VIN	1D4GP24R4 5B [REDACTED]	Open Date	03/01/2011	Built Date	02/26/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	02/28/2005	Mileage	49,000	Dealer Zone	71 LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE			
Dealer Address	4100 STEVENS CREEK BLVD				
Dealer City	SAN JOSE	Dealer State	CA	Dealer Zip	95129
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SAN JOSE CA [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer headlight concern has yet to be resolved.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlights are still intermittently going off.
Corporate - Survey By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states that the headlights are still intermittently going off.
 Briefly summarize what the customer is expecting:
 Customer states that she wants the switch replaced.
 ****End structured narrative T2 - Beginning Narrative
 Customer has been trying to have this resolved as per previous CAIR #: 20310412 and has been working with BS650.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred call back number is [REDACTED] 8.
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? 45358 can t duplicate.
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to BS650
 ***** CASE MANAGER TEAM - District O *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.
 2nd attempt made to contact customer. Left message.
 Customer states that she not happy, not comfortable, and truly hurt due to no correspondence from case manager. Customer wants a new switch put in. Customer states that the lights do not go on and off when they are supposed to. Customer needs a call back and has not heard from case manager for 2 weeks.
 Writer left a message for the customer advising her to bring the vehicle to the dealership to have another diagnosis. The customer was left with the brand case numbers for her to call in when she has this done because her cell phone is generally off.
 Writer spoke to the customer who is stating that she is going through a bitter divorce and that is why she has been unable to bring the vehicle back to the dealership. The customer stated that the problem with the lights are still happening. She states that she will be bringing the

vehicle in sometime mid April when she gets a free day. Writer is reassigning the case to 88w.

*****District 88W*****

Per 88W guidelines, writer is sending CAIR back to the original case manager to close using the 3+ process. CAIR is not 30 days old nor at a stand still.

Customer Assistance Inquiry Record (CAIR)#						20510184
VIN	1D4GP45R0	6B [REDACTED]	Open Date	03/08/2011	Built Date	09/16/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT		
In Service Dt	01/26/2006	Mileage	60,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	60257	LAKELAND CHRYSLER DODGE				
Dealer Address	2335 NORTH DADE CITY HIGHWAY					
Dealer City	LAKELAND	Dealer State	FL	Dealer Zip	33804	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LAKELAND FL [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Insufficient Follow-Up - Default	Customer not advised of repair status
Dealer - Service/Body Shop - Transaction - Other - Default	Repair of head light switch=loss of dashlight gas indicator

Briefly summarize why the customer is contacting Chrysler: Customer called to complain about the dealer above who repaired a headlamp switch which resulted in the gas indicator light on the dash being inoperative. Customer has vehicle at dealer for correction and dealer is not keeping customer advised of repair status.

Briefly summarize what the customer is expecting: No further action at this time.

Customer Assistance Inquiry Record (CAIR)# **20528342**

VIN	2C4GP54L9	5R [REDACTED]	Open Date	03/11/2011	Built Date	10/24/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/26/2004	Mileage	64,136	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	42344	GURNEE DODGE INC					
Dealer Address	7255 GRAND AVE						
Dealer City	GURNEE	Dealer State	IL	Dealer Zip	60031		
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	
	LAKE VILLA IL [REDACTED]					Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	complaint contact
Corporate - Excessive Contacts - Default - Default - Default	

Customer calling in regarding several issues they are having with their Town & Country. Customer states their vehicle recently failed the emissions test several times. Customer states the dealership has replaced several items, including the catalytic converter, to no avail. Customer also states that the headlights in the vehicle will go out intermittently, making for a dangerous situation as they frequently drive on the highway after dark. Customer states the dealership has been very nice in trying to help with these issues but at this time they have still been unable to resolve either issue. Customer wanting to know if there is anything Chrysler can do to assist as the customer is paying out a large amount of money for these issues (some repairs have been covered under their extended warranty) and they don't yet have a vehicle they can legally or safely drive.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED] (after 11am)
 Preferred Afternoon/Evening call back number is [REDACTED] (after 11am)
 Who has possession of the vehicle? (Owner/Dealer/IRF)
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F

***** CASE MANAGER TEAM - District ?88P? *****

Customer Chrysler History:

- 2 Used
- 0 Household
- 1 Service Contract (expired)

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 5:29 Pm EST. Left message indicating another attempt will be made Monday 03/14/2011.

Caller requesting to speak with Case Manager.

Mr. Scardina returned writer call back in regards to his vehicle not passing the emissions test and his headlight going out on him intermittent. Mr. [REDACTED] states that the Catalytic Converter has been replaced and he has not taken that vehicle to have the emission tested again since the Catalytic Converter been replaced. Writer informed Mr. [REDACTED] that a call will be made to the Service Manager (SM) to get more information.

CONTACT UPDATE - Writer contacted SM Todd in regards to Mr. [REDACTED] issue with the headlight having a intermittent issue were they shut off on him as well as the vehicle not passing the emissions. SM Todd states

that he has informed Mr. Scardina that he can not duplicate the concern with the headlight because when the vehicle is at the dealership the headlight are working and he will need to leave the vehicle with them for a few day or bring the vehicle to them when the problem is happening. SM Todd states that the emission issue should be fixed. Writer informed SM Todd that case will be sent as a unresolved concern for the headlight issue.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern. If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is headlights going out intermittent Agent called dealer and spoke to SM Todd, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

CONTACT UPDATE - Writer contacted Mr. [REDACTED] to inform him that the case will be sent over to SM Todd as a unresolved concern. Writer informed Mr. [REDACTED] that SM Todd would like to have the vehicle too further research his issue with the headlight.

REASSIGNED TO BC/DLR 51 42344 03/14/11 13:58 O 20528342

*Contact Date:03/16/2011

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 3/16/2011 AT 09:53:292 R 20528342

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:36 AM EST. Left message indicating another attempt will be made tomorrow 03/17/2011.

Mr. [REDACTED] called back returning writer call. Mr. [REDACTED] states that he has not been able to drop off the vehicle because he is sick. Mr.

[REDACTED] states that he will try to bring the vehicle to the dealership 42344 to SM Todd attention for the headlight issue.

Please document and send cair after it has been looked at a reviewed by the District Manager.

REASSIGNED TO BC/DLR 51 42344 03/16/11 12:06 O 20528342

*Contact Date:03/17/2011

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 3/17/2011 AT 11:28:686 R 20528342

REASSIGNED TO BC/DLR 51 42344 03/17/11 11:48 O 20528342

*Contact Date:03/17/2011

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 3/17/2011 AT 03:02:418 R 20528342

Customer has not been into the dealership since unresolved concern was sent to the dealership. Cair must be documented by and reviewed by the district manager.

REASSIGNED TO BC/DLR 51 42344 03/17/11 15:42 O 20528342

*Contact Date:03/18/2011

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 3/18/2011 AT 02:41:021 R 20528342

REASSIGNED TO BC/DLR 51 42344 03/21/11 16:00 O 20528342

*Contact Date:03/24/2011

Warranty repair has been documented on Repair Order#272116

CAIR RETURNED FROM DEALER ON 3/24/2011 AT 08:58:705 R 20528342

CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED] at 10:10 AM EST. Left message indicating another attempt will be made tomorrow 03/25/2011.

CONTACT UPDATE - Writer returned Mr. [REDACTED] call in regards to his vehicle not passing the emissions test. Mr. [REDACTED] states that the vehicle is a dealership 42344. Writer informed Mr. Scardina that a call will be made to the SM Todd to get more information.

CONTACT UPDATE - Writer attempted to contact SM Todd in regards to Mr. [REDACTED] vehicle but he was in a meeting. Writer talked with Service

Advisor (SA) Ray and informed him that cair is going to be sent as a unresolved concern and he will need to contact his District manager and STAR for Mr. [REDACTED] issues.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is transmission shifts hard, will not pass emission test, intermitted head light will go out while driving.

Agent called dealer and spoke to SM Todd and SA Ray, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 51 42344 03/24/11 13:07 O 20528342

*Contact Date:03/25/2011

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/25/2011 AT 09:03:840 R 20528342

REASSIGNED TO BC/DLR 51 42344 03/25/11 09:19 O 20528342

*Contact Date:03/25/2011

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/25/2011 AT 11:10:266 R 20528342

REASSIGNED TO BC/DLR 51 42344 03/25/11 11:26 O 20528342

DM need to document cair and what has been completed and the decision made with Mr. Scardina issues.

give me a call on this thanks erik

REASSIGNED TO BC/DLR 51 42344 03/27/11 21:52 O 20528342

*Contact Date:03/28/2011

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/28/2011 AT 10:36:781 R 20528342

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:50 AM EST. Left message indicating another attempt will be made tomorrow 03/29/2011.

Caller requesting to speak with Case Manager.

Customer called to speak with their Case Manager. Customer is transferred to Case Management Team 1-800-763-8422

Customer also stated that he had recently picked his vehicle up at the dealership and believes the dealership cut up his leather seat because he complained allot

Customer said that the cuts in his seat were not there when he dropped his vehicle off

Agent verified customer information and updated COIN

Customer requested to speak with Cm. Agent warmed transferred the customer to CM.

Caller requesting to speak with Case Manager.

Caller requesting to speak with Case Manager.

Customer called in to speak to Case Manager, CM is not available.

Customer informed writer that he picked up his vehicle there were 2 gouges in his seat that were not there when he dropped it off. Customer is tired of dealer 42344 and didn t want to go back to point out the damage to get it fixed and wants us to help him get this problem fixed.

Writer informed customer that his concerns would be documented and that the CM would get back to him concerning this problem.

CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED] at 11:30 AM EST. Left message indicating another attempt will be made tomorrow 03/30/2011.

CONTACT UPDATE - Writer contacted Mr. [REDACTED] back. Mr. [REDACTED] stated that his concern with the emission test is resolved and that his transmission issue seems to be fix as well as the headlight issue. Mr.

[REDACTED] states that when he picked up the vehicle he noticed that the driver seat a tear mark in the seat and he does not know what to do.

Writer informed Mr. Scardina that this would be a workmanship issue and would need to be brought to the service manager Todd attention and they would need to make the decision to fix the seat. Writer informed Mr.

[REDACTED] that until new information is provided on his transmission shift issue and headlight going out intermittent the case will be closed.

extension 66226 for assistance.

Mr. [REDACTED] called in wanting to have a 3 way conversation with Sm Todd. Writer informed Mr. Scardina that SM Todd is helping another customer and that he would be more than happy to look and speak with Mr. [REDACTED] seat issue.

Customer escalated, asked for manager right away (over Case Manager). Customer also requesting 'European owner s' corporate phone number. Writer explained that Chrysler and Fiat are now affiliated. Customer did not pursue this further at this time, as Writer asked the nature of his request.

Mr. [REDACTED] is upset about ongoing vehicle and service issues still not resolved.

Customer threatens to picket dealer by posting signs on his own property, voicing his dissatisfaction with the Chrysler and this dealership.

Customer alleges the dealership tore his seat while being serviced and are disputing it with him, vehicle still has no lights, causing a safety hazard. Dealership allegedly not able to duplicate concern. Writer sees case had been forwarded as Unresolved Concern, but STAR was not yet involved.

Customer indicated he is inconvenienced by using his only day off of work (Mondays) to repeatedly take his vehicle in for service.

Customer feels the sales and service departments provide poor customer service; alleges the sales staff seem slick and only concerned about selling vehicles to customers who appear 'well-off' rather than his college student daughter, who ended up buying a Toyota instead. Customer upset about how the case was handled by case manager, and requested to speak with someone higher.

*Case Manager MI100 took escalated call, customer was transferred to extension 66263.

Mr. [REDACTED] states that the headlights on the vehicle still shut off intermittently. The issue with the transmission slipping hasn t been addressed. He is also concerned about the tear in the driver s seat cushion that was caused by the service department at the dealer. Writer attempted to contact the SM. Left a message for SM Todd at the dealer.

The customer is also expecting to be contacted within the day. Writer called the dealer again and spoke to SA Regina. SM Todd is on vacation. Regina stated that there is nothing more that can be done. The headlight and transmission problems the customer has contacted them about could not be duplicated. They had their best tech look at the vehicle. The dealer will need to have the vehicle brought in to have the seat looked-at before any decision can be made about assisiting with the cost of re-upholstery.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is malfunctioning headlights and a tear in the upholstery that the customer claims was caused by the dealer. Agent called dealer and spoke to Regina. Please update this CAIR with resolution of the customer s concerns.

REASSIGNED TO BC/DLR 51 42344 04/01/11 13:04 R 20528342

*Contact Date:04/04/2011

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/04/2011 AT 09:17:021 R 20528342

CLOSED LOOP UPDATE - no need for additional follow-up.

Caller requesting to speak with Case Manager-66263

Writer spoke to the customer. Mr. [REDACTED] stated that the dealer did diagnose the vehicle. The dealer did find that the switch on the instrument panel did need to be repaired. The dealer acknowledged the tear in the upholstery but told the customer that these seats are known to crack. Writer told the customer that the dealer would be called to discuss the information given. The customer will be called after.

all of the customer s repair issues have been fixed and the customer has only had to cover a \$100.00 deductible for the instrument cluster. The crack in the seat is not in the upholstery, it is in the plastic brace that runs along the bottom of the seat under the leather. This happens with use of the vehicle. The dealer stated that they were not doing anything else to assist the customer and Chrysler shouldn t either. Writer called the customer provide the information. The customer will not be given any assistance for the crackes seat bracing as the cause for the crack could not be determine. Mr. [REDACTED] was unhappy with this decision but stated that he understood.

Caller requesting to speak with Case Manager.

Customer stated that they own two major pieces of property in Illinois and they are going to put up two billboards on highways 183 and 173 warning people against purchasing Chrysler vehicle. Customer also requested the e-mail address for Chryslers CEO. Agent referred the customer to the Chrysler group llc website and instructed customer to click on the contact us tab on the page to get in touch with the executive members. Customer stated that they are very upset that the issues with their vehicle have still not been resolved.

Customer Assistance Inquiry Record (CAIR)# **20583003**

VIN	2C8GP64LX	5R [REDACTED]	Open Date	03/22/2011	Built Date	09/28/2004
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	10/20/2004	Mileage	52,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	05002	FRANK C VIDEON INC				
Dealer Address	4949 WEST CHESTER PIKE					
Dealer City	NEWTOWN SQUARE	Dealer State	PA	Dealer Zip	19073	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	BROOMALL PA [REDACTED]	Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	5
Product - Electrical - Unknown - Other - Default	Same electrical issues as before
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Customer states that her vehicle is in the shop once again for the same electrical problems that she has been dealing with.
 Customer advised a call back is required and will take place within one business day
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 05002
 Reassigned to 88F

***** CASE MANAGER TEAM - District p *****

**** OWNERSHIP INFORMATION ****

DCC VIN S OWNED: 1
 CURRENTLY OWNS: 1
 PURCHASED NEW
 STILL OWNS
 PURCHASED: 10/20/04
 OOW by 4 years and 16000 miles
 20486261 Active MCD785L 7/85 MAXIMUM CARE
 Program Description MAXIMUM UPGRADE\$50

Owner [REDACTED], BROOMALL, PA, [REDACTED]
 Status update provided via email to the following email address:

[REDACTED]

Mr or Mrs. [REDACTED],
 my name is Patti and I am the case manager for your vehicle. I have noticed that you have a service contract that you only pay 50.00 per visit on. please give me a call and let me know if you have attempted to use the service contract for this issue. my phone number is 800-763-8422 ext 66214

End of Status Update
 CONTACT UPDATE - 1st Contact attempt, writer contacted customer via email to find out the information.
 cusotmer has had ongoing issues with the vehicle since 2005 and would

like to meet with the one of the local reps in the area, writer is going to send over the vehicle as an unresolved concern.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is customer wants to discuss the case with the area representative. vehicle has been in and out of the shop since 2005 and has had the vehicle in the shop more than she has had the vehicle at home. vehicle is at the dealership again right now. customer can not afford to get another vehicle because of this vehicle and she has three handicap children.

Agent called dealer and spoke to wayne at 05002 and informed that CAIR was being sent. Please update this CAIR with resolution.

#####

customer needs to get a working vehicle that she can get into with out the problems anymore. cusotmer vehicle has been in the shop for three days again and was there three days last week as well. dealership can not fix the vehicle properly and states that they can not duplicate the problem with the vehicle. as soon as the vehicle leaves the dealership the issues begin to happen again. customer has been dealing with the vehicle issues for several years now. customer was asked to see if she could resolve the issue for more than three years now, writer informed customer that being she would like to get the vehicle either replaced or something else. customer is afraid that the vehicle is not safe any longer for transporting her children.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates [REDACTED]

Who has possession of the vehicle? Dealer
Is this a request for Lemon Law, buy-back or replacement?
Reassigned to 88L

Please send to dealership as an unresolved concern after review of this by your department.

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. While speaking with customer she was gone.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.

Number of related repair attempts = 0

Number of days out of service = 0

Writer informed customer that their vehicle does not appear to qualify for buy-back/replacement. Writer let customer know that we do want to see their vehicle fixed. Writer informed customer that we would send an unresolved concern over to the dealer.

Writer let Wayne SM know that the customer filed for LL/buyback and did not qualify. Writer let SM know that we would send over an unresolved concern and see the customers issue resolved and documented. Writer let SM know that we want to show we are making ourselves available for repairs.

REASSIGNED TO BC/DLR 35 05002 03/24/11 12:32 O 20583003

*Contact Date:03/25/2011

Service Manager at the dealership has updated the Cair# 20583003
Parts have been ordered.

3/29/11 - Parts ordered are for a memory seat/mirror concern of the customers. AM contacted customer to discuss case. The customer expressed

on going issue with the head lights dimming at night. She said that this issue had been intermitten in the past and is currently noticeable any time she drives the vehicle at night as long as the area was dark enough. AM advised that the Dealership advises that the recently each time they tried to verify the concern they have not been able to. AM offered technical help only to resolve this issue. AM stated that if the Dealership could verify the concern then Chrysler would assist in the repair. AM contacted the SM, Wayne, and requested that once the order part arrives, he arrange to test drive the vehicle with the customer at night in a proper location so that the issue could be verified with the customer. Caller requested to speak to the case manager. Agent transferred caller to the case management department. Customer really frustrated. Caller requesting to speak with Case Manager. customer is extremely upset that the district area rep was very abusive towards the customer. customer states that over the phone he called her a liar over the phone. customer needs to get a different vehicle one way or the other do to the customer have disabled children. customer wants to know where to go from here, the vehicle headlights do not work intermitten and it is a safety hazard. writer was informed that the wiring harness has been changed several times. vehicle has been in the dealership for 6 weeks at a time several times. Status update provided via email to the following email address:

Atsushi,

Hey so I have no resolution on my end, but rest assured you are in good hands there with the dealership they are still looking into the issue of the vehicle. If you need to get a hold of anyone please go ahead and contact them.

End of Status Update

4/5/11 - SM reports that the technician still cannot verify any issue with the headlights. AM suggested that the Dealership personnel should test drive with the customer in the evening to have her show them the concern. AM advised customer on a prior phone call that Chrysler will assist the Dealership repairing the vehicle if an issue can be verified. The customer noted that she can not afford to even discuss trading this vehicle in on another. The AM advised her that at this time no assistance in trading the vehicle was being offered but, even if something could be offered she would have to pay something towards the deal. She again advised that she could not spend any money. AM suggested that the Dealership still needs to verify the concern she mentioned and then Chrysler would assist in repairs. Customer called to speak with CM team, Writer transferred customer.

4/11/11 - Area Manager met with the Dealer Principal of the Dealership about this customer. AM offered tech assistance if customer s concern can be verified. The Dealer decided to work with the customer and determine if he could trade her out of the vehicle. Dealer to advise the AM of his progress. res22

Caller requesting to speak with Case Manager.

writer was informed that the customer can not afford to get a buy out from the dealership. customer feels that the dealership is not helping them with the situation, as well as no one at the CAC is helping. Writer has sent the concern to dealership as an unresolved concern.

writer will not accept the offer from the dealership.

writer contacted the dealership to speak with the service manager Wayne, and states that they are not sure because the area manager is not in yet.

writer was informed that the dealership has resolved all resources to get the issue fixed. Issue can not be duplicated at all. SM states that they have driven the vehicle at night and they could not get the head lights to do what customer is concerned about.

writer informed the customer that unless the issue can be duplicated then we are going to have to wait for issue to duplicate.

writer was informed that the customer would like to talk to a supervisor about the issue of the vehicle.

*****SUPERVISOR CALL BACK*****

Writer informed customer the vehicle does not appear to qualify and we have sent this case over so we can have other resources involved with her case.

yet to be repaired.

Writer informed customer Chrysler does want her vehicle repaired and she will need to continue working with the dealership and their case manager to seek that resolution.

Customer understands and stated she would need to make some of her own phone calls and disconnected the call.

POSTMARK DATE: 041511; DATE RECEIVED: 041811

4/20/11 - Area Manager advised the Dealer Principal that at this time Chrysler did not offering any assistance to this customer. Chrysler will agree to offer technical assistance to the Dealership if they are able to verify a problem with the vehicle. Based on the last few repair visits the Dealership has not been able to do so. Until the a current problem is verified no further action is needed. res22 _

Customer Assistance Inquiry Record (CAIR)#	20642762
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VIN	1A4GP44R8 6B [REDACTED]	Open Date	04/01/2011	Built Date	06/20/2006
Model Year	2006	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX	
In Service Dt	06/21/2006	Mileage	80,500	Dealer Zone	66 ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	44719	MCKINNEY DODGE-CHRY-JEEP INC			
Dealer Address	4574 CALHOUN MEMORIAL HWY				
Dealer City	EASLEY	Dealer State	SC	Dealer Zip	29641
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SIMPSONVILLE SC [REDACTED]	Country	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Warranty coverage
Product - Electrical - Unknown - Defective - Default	headlights burning out

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer seeking goodwill assistance on the vehicle. Customer states the driver right door lock has been having problem. It will not unlock at all. Customer also stated that the driver headlights keep burning out in the vehicle and also the turning singles keep burning out on this vehicle.
 Briefly summarize what the customer is expecting:
 Customer feels like Chrysler should cover the cost of the repairs as this is all electrical problem and should be having a recall on this vehicle since the 2007 have recalls on them.
 ****End structured narrative T2 - Beginning Narrative
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: NA
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 44719
 Reassigned to 88F
 OTS - MP1011
 ***** CASE MANAGER TEAM - District M* * * * *
 5/2 2nd owner of this one, 1 unit purchase new 4 units purchase used, out of warranty by time and mileage.
 Left message for Service Manager Bill to return call
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Customer was advised that writer was waiting for information from the Service Manager
 Customer s wife, Lori, calls to speak with their Case Manager. Caller is transferred to Case Manager at extension#66184. Call could not be completed. Agent provided caller with the CAC number and advised the customer to call back at that number and wait for the last prompt to enter extension#. Agent could not transfer caller a second time.

Service Manager Bill states that vehicle has not been in since 2009
864-963-9342
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Left message.
4th attempt made to contact customer. Left message.
5th attempt made to contact customer. Left message.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **20661824**

VIN	1D4GP45R7 5B [REDACTED]	Open Date	04/05/2011	Built Date	11/06/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	11/22/2004	Mileage	94,000	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	FORT COLLINS CO [REDACTED]			Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	14 times to the dealer
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Per customer the check engine lights are on.
Corporate - Survey By-Pass - Default - Default - Default	Waiting for customer to go back in for diagnosis
Corporate - Excessive Contacts - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states that the electrical system is not working and the dealer has been un able to find the issue.

Briefly summarize what the customer is expecting:
 Customer seeking to have this fixed and states that 13 time and the dealer still unable to find the issue.

****End structured narrative T2 - Beginning Narrative
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED] or [REDACTED]

Customer email address for case updates: huate@aol.com
 Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 60415
 Reassigned to 88F

***** CASE MANAGER TEAM - District 88 N *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Customer was complaining regarding above concerns. Per customer the last time dealer 60415 saw the vehicle was about two Weeks ago and the issue is back. Writer did understand customer frustrations. Writer will escalate the case as an unresolved concern and advise customer to contact SM to bring the vehicle for further assistance, Customer said they will do that.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the electrical system is not working
 Agent called dealer 60415 and spoke to Bryant, informed that CAIR was being sent. Please update this CAIR with resolution.

 REASSIGNED TO BC/DLR 74 60415 04/06/11 11:09 O 20661824
 AREA MANAGER TO FOLLOW UP WITH SERVICE MANAGER.
 Customer states that she has picked up her vehicle and within 5 hours the

same issue started happening again.

Customer states that everything goes crazy.

Customer states that the dealership told her that they have done everything that they can do.

Customer states that this vehicle is dangerous to drive.

Customer is requesting something be done.

Customer is not asking for a new vehicle but she is extremely frustrated.

Customer calling, states that she picked vehicle up from dealer and is still having problems. Writer advised that case is still being worked by the dealer and she would want to keep in touch with them on this.

*Contact Date:04/13/2011

After review of the request for assistance, it was determined that assistance was not merited.

CAIR RETURNED FROM DEALER ON 4/13/2011 AT 12:53:070 R 20661824

Writer call dealer and spoke with SM Bryant. Per SM customer has been advise of line 51-52 so there is not need for any further follow up and Writer can close the case.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer called stating that the dealer is refusing to work on the vehicle anymore even though his problem is unresolved. Customer states that the dealer is offering all his money back for repairs that they performed to resolve the issue. Writer advised customer to get second opinion from another dealer. Writer went over the next closest dealer to him. John Elway in Greeley, CO. Customer will call and make an appointment to have the vehicle looked at.

Writer call customer at [REDACTED] Left a message.

Per customer they will try to go to dealer 45504 in the middle of next week. Per customer dealer 60415 did gave them the \$200.00 plus on previous repairs. Writer advise that if there any further unresolved issues after customer get a second opinion from dealer 45504 to let us know so we can work with that dealer to address customer concerns. Writer did make customer aware that there is not warranty on the vehicle. Per customer they have an independent service contract. Writer advise to gave that information to dealer 45504.

Caller requesting to speak with Case Manager.

Caller requesting to speak with Case Manager. Customer states that they are going to be taking the vehicle to 45504. Customer states that 60415 could not find the problem of the vehicle and the dealership refunded all of his money. Customer requested a new CM due to the fact the customer isn t able to speak about his concerns. Customer states the head lights arnt working on and off and the dashboard goes out first then the head lights.

[REDACTED] (Fianc) would like to be contacted|

Text received from customer indicating they are available 970-388-1660

Caller requesting to speak with Case Manager.

Writer spoke with customer who stated (SM) Brian at dealer# 60415 informed the customer that he has spent too much money trying to repair this vehicle and gave the customer all his money back for the battery and the \$50.00 deductibles. Customer stated he is afraid to drive the vehicle as the lights flash on and off all the time. Customer stated the next closest dealership is 30 miles away.

Writer left VM message for (Service Manager) Brian Scibor to return call at 800-763-8422 extension#66346. Writer also left ly63@chrysler.com as E-mail where information my also be received. Writer also provided Text number for availability.

[REDACTED] requesting to speak with Case Manager.

Writer took call from caller [REDACTED] who asked for an update in the case. Writer informed caller that information is still needed from the dealership. Customer stated that he just wants the vehicle repaired.

Writer informed customer the dealership will be contacted again and then writer will call him back.

Writer spoke with (SM) Brian who stated they tried to find the concern with the vehicle. (SM) stated the customer paid a total of \$250.00 for repairs to the vehicle and the dealership paid close to \$1800.00. (SM) stated he discussed the case with (GM) Steve Hardy who agreed to refund the customer s money and send customer elsewhere for second opinion.

Writer asked (SM) why STAR was never contacted. (SM) stated he doesn t know why they were not contacted but the have washed their hands of this

CAR sent to dealership.

Writer spoke with customer and informed customer that at this point a second opinion is the only option to try and get the concern resolved with the electrical concern. Customer stated the dealership is 30 miles away from him and asked if a rental vehicle will be offered. Writer explained that no rental will be provided.

Writer left VM message for (Service Manager) Reed Gayland at dealer#45504 to return call at 800-763-8422 extension#66346. Writer also left ly63@chrysler.com as E-mail where information my also be received. Writer also provided Text number for availability.

Writer left VM message for (Service Manager) Reed to return call at 800-763-8422 extension#66346. Writer also left ly63@chrysler.com as E-mail where information my also be received. Writer also provided Text number for availability.

REASSIGNED TO BC/DLR 74 45504 05/06/11 18:06 R 20661824

Area Manager emailed Service Manager this date and time (Reid Gayman) to remind / advise of CAIR and ask that customer concern be addressed and CAIR updated / closed as applicable and that if Area Manager s assistance is necessary in order to do so that she should be contacted as soon as possible. DMF25

*Contact Date:05/09/2011

Service Manager at the dealership has updated the Cair# 20661824
An appointment has been set with the customer.

Caller requesting to speak with Case Manager.

Caller requesting to speak with Supervisor.

Caller requests rental writer advised the caller of lines 110-114

Caller requests call back [REDACTED]

*****-Supervisor-*****

Customer stated that they have had to reschedule their appointment three times. Customer stated that they have no way to take the vehicle to the dealer and get back home. Customer stated that they were provided numerous times with a rental vehicle and they feel that they should be provided with a rental vehicle. Customer stated that the issue has been wrong with the vehicle since October. Customer stated that they were told that the previous dealer did not use all of their resources. Customer stated that they feel that due to the dealer not using all of their resources the previous time, that they should be provided with a rental vehicle. Writer informed the customer that Chrysler will not be assisting with a rental vehicle. The customer then asked what their next step is. Writer informed the customer that the writer can not tell them what their next step is. Writer did inform the customer that Chrysler would contact the dealer and make sure that they are using all of their resources. The customer was not happy and disconnected the call.

*Contact Date:05/12/2011

Service Manager at the dealership has updated the Cair# 20661824
An appointment has been set with the customer.

SM Reid states that the customer is going to drop off the vehicle Sunday night. They are OOW but have an aftermarket SC. He states that they will be checking whether the repairs would be covered under customers aftermarket SC. He states that he doesn t have loaners and he informed customer to contact his aftermarket SC. Writer reassigned cair back to case manager.

Writer left VM message for (Service Manager) Reid to return call at 800-763-8422 extension#66346. Writer also left ly63@chrysler.com as E-mail where information my also be received. Writer also provided Text number for availability.

Writer spoke with (SM) Reid stated that the vehicle was brought in on 5/5/15/2011. (SM) stated they have driven the vehicle for 90 miles so far and have not been able to get the vehicle to duplicate the concern yet. (SM) stated his tech will be taking the vehicle home to see if he can get it to duplicate. (SM) stated he will keep writer informed of any updates with the diagnosis. (SM) stated he will not be throwing parts at the vehicle like Fort Collins did.

Writer left VM message for (Service Manager) Reid to return call at 800-763-8422 extension#66346. Writer also left ly63@chrysler.com as E-mail where information my also be received. Writer also provided Text number for availability.

800-763-8422 extension#66346. Writer also left ly63@chrysler.com as E-mail where information may also be received.
2nd attempt made to contact customer 970-388-7660. Left message. Writer does show the dealership is in contact with STAR in regards to the concern. Dealer has still not been able to duplicate but customer did send video of the vehicle doing the concern.

***** Below Corporate Resources Contacted *****

TAPS

on 2011-06-01 @ 13:10

***** START OF SUPPORT ESCALATION FROM STAR USA by T0476KS*****

Case updated for tech to review added diagnostics and track the time and condition of the occurrence.

***** END OF SUPPORT ESCALATION FROM STAR USA*****

Service Manager Reid calling to speak with case manager. Writer transferred customer to case manager to speak with.

Writer spoke with (SM) reid who stated this case is a mess as they drove the vehicle for 200 miles with no duplication of the concern. (SM) stated they did find an issue with a noisy wheel bearing which is covered under the SC but Service Contracts refuses to pay for the diagnostic time to duplicate the electrical concern.

Writer informed (SM) that the customer is responsible for the diagnostics. (SM) stated that he feels the customer will not pay the fee and he will be stuck with it. Writer explained that the customer needs to pay that fee. (SM) stated he will inform the customer.

Writer reassigning to 88W for further review.

Writer is reassigning to original case manager to advise customer that Customer Care will not be assisting with diagnostic fee and that case is being escalated. Once call to customer is made reassign to 88W.

Thank-you.

2nd attempt made to contact customer. Left message indicating that the customer would be responsible for the diagnostic fee. Writer left contact information.

Caller requesting to speak with Case Manager.

customer has been informed of the diagnostics fee being his responsibility.

***** CASE MANAGER TEAM - District 88W *****

Per 88W guidelines, CAIR is older than 30 days, however, it is not at a stand still. Case Manager needs to give customer a time frame on diagnosis or have TL do a survey by pass.

Writer contact customer at [REDACTED].

Per customer they are hoping to bring the vehicle to back to dealer 45504 and they are waiting on SM confirmation because per customer the check engine lights are on. Writer did understand customer frustrations. Writer will do a follow up next Thursday. Writer advise customer is the diagnose has not been done by that time then the case will be put on hold.

Customer was OK with this information.

Writer contact customer at 970-388-7660.

Per customer he is still waiting on dealer call back and that it was OK to put the case on hold.

Customer Assistance Inquiry Record (CAIR)#						20673150	
VIN	2A4GP54L2	6R [REDACTED]	Open Date	04/07/2011	Built Date	04/05/2006	
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	04/21/2006	Mileage	91,000	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	45099	LITHIA DODGE OF BILLINGS					
Dealer Address	2229 KING AVENUE WEST						
Dealer City	BILLINGS	Dealer State	MT	Dealer Zip	59102		
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	BILLINGS MT [REDACTED]				Country	UNITED STATES	
Corporate - Recall - Default - Default - Default		Customer seeking any recalls on her vehicle for tires leaking air.					

Customer, Ms. [REDACTED], called to inquire about recalls on her vehicle. Agent advised Ms. [REDACTED] that there are no current or previous recalls on her vehicle. Ms. [REDACTED] states she has had a lot of electrical issues with the vehicle. Customer states she has replaced tail lights, head lights, and now, a tire due to low air pressure. (There are no service/maintenance/warranty records attached to this vehicle). Ms. [REDACTED] states her air pressure light came on 3 weeks ago and an IRF replaced her tire because they couldn't find anything else that would cause the air to leak. Customer states her low tire light is on again, with the new tire. Agent encouraged customer to contact the tire shop where the tire was replaced to address her concern. Agent also provided closest dealer for customer:
 Lithia Chrysler Jeep Dodge Of Billings
 9.16 miles away
 2229 king avenue west
 billings, MT 59102-6421
 877-361-6643

Customer Assistance Inquiry Record (CAIR)#	20692003
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VIN	1D4GP45R2 5B [REDACTED]	Open Date	04/11/2011	Built Date	03/15/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
In Service Dt	04/30/2005	Mileage	75,625	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Owner	[REDACTED]			Contact Type	E-MAIL
Address	[REDACTED]			Home Phone	
	SHERIDAN IN [REDACTED]			Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
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**** EMAIL BRIEF DESCRIPTION CONTENT ****
 headlights go off and then come back on while driving.
 **** END EMAIL BRIEF DESCRIPTION CONTENT ****

Comments:
 headlights go off for 2 or 3 seconds then come back on while driving at night.
 Dear Larry:
 Thank you for contacting the Chrysler Customer Assistance Center regarding the intermittent headlamp concern you have experienced with your pre-owned 2005 Caravan.
 I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
 Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We must recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
 Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
 Our records indicate that the following recall campaign has not been performed by an authorized dealer:
J38 SUPPLEMENTAL FRONT AIRBAG SENSORS
 We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
 Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.
 If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
 Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**20693154**

VIN	1A4GP45R8 6B [REDACTED]	Open Date	04/11/2011	Built Date	04/28/2006
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY	
In Service Dt	05/18/2006	Mileage	29,080	Dealer Zone	74 DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	23633	OVERLAND PARK JEEP INC			
Dealer Address	8775 METCALF AVE				
Dealer City	OVERLAND PARK	Dealer State	KS	Dealer Zip	66212
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	KANSAS CITY MO [REDACTED]	Country	UNITED STATES		

Product - Electrical - Body Control Module - Defective - Default

Fleet Customer States Headlamps In-Op

Hallmark Cards fleet van experienced failure of the headlamp circuits due to failure of TIPM. Van is 2006 with low mileage and had an extended service contract that expired due to time but not mileage. As a gesture of goodwill in appreciation for the fleet's continued business, Chrysler will reimburse for the parts and labor to replace the TIPM less a \$50 deductible, not to exceed \$458.84.

POSTMARK DATE: 041111; DATE RECEIVED: 041911

Customer Assistance Inquiry Record (CAIR)# **20696623**

VIN	2C8GP54L0	5R [REDACTED]	Open Date	04/12/2011	Built Date	04/09/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	04/22/2005	Mileage	68,345	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	45249	DAVID DODGE, LLC					
Dealer Address	1801 ROUTE 202						
Dealer City	GLEN MILLS	Dealer State	PA	Dealer Zip	19342		
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	
	GLEN MILLS PA [REDACTED]					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Dealer is seeking for customers to pay only one deductible
Product - Steering - Power Steering Pump / Bkts - Leaks - Default	Power steering had a leak - covered by the Service Contract
Product - Transmission / Transaxle - Unknown - Other - Default	Trans cooler and condensor were replaced under the Powertrain Warranty

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Service Director (SD), John Taylor, called in from dealer 45249 no behalf of the customer stating that the customer brought the vehicle in on 4/6/2011 to have repairs done to the power steering and the trans cooler and condenser. SD explained that part of the repair was covered by the Service Contract and part of it was covered by the Powertrain Warranty and therefore they were charged two deductibles. SD relayed that after speak with the Service Contracts department he was lead to believe that the customer s should only have one deductible.
 Briefly summarize what the customer is expecting:
 Service Director is seeking to have the customers pay just one of the deductibles.
 ****End structured narrative T2 - Beginning Narrative
 Service Director was advised a call back is required and will take place within one business day by COB their time at which time the customer will also be contacted.
 Customer s preferred call back number is [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45249
 Reassigned to 88F
 * * * * * CASE MANAGER TEAM - District Q * * * * *
 Per KB542 Powertrain warranty deductible may be waived.
 CONTACT UPDATE - 1st Contact attempt: Calling Service Director (SD), [REDACTED] and was provided with Warranty costs and advised that Powertrain deductible will be waived.
 Mr. [REDACTED] r was off property - VM left requesting a return call with EXACT mileage and powertrain warranty Parts/Labor.
 Calling Service Director (SD), [REDACTED] and he has not returned.
 Calling Service Director (SD), [REDACTED] at [REDACTED] - DSAP1 at [REDACTED] and he will not return until MONDAY - 18APR11.
 Calling Service Director (SD), [REDACTED] at 45249 - DSAP1 at [REDACTED] and left a VM requesting Warranty Parts/Labor information.
 GWA information for Powertrain deductible waiver has been removed.

Text To Dealer

EmailToDealer updated successfully as follows.

Service Director (SD), [REDACTED] - unable to reach by phone. Please provide warranty parts/labor so waiver may be processed.

Keith 800 763 8422 -66194

Accepted call from SD - [REDACTED] and he states that the OWNER has paid for both deductibles and currently has the vehicle.

Calling MRS. [REDACTED] asking (by VM) if the recent repairs were completed to her satisfaction. Per KB542 the powertrain deductible (\$100.00 DEDUCTIBLE PER REPAIR) will be reimbursed IF the Owner brings up the subject.

Calling MRS. [REDACTED] and she states that she is not satisfied but that Writer must speak with her Husband and he is not available.

Calling MRS. [REDACTED] and his Son states that the repairs were not satisfactory and he is VERY unhappy with the repair.

Calling Service Director (SD), John Taylor - 45249 at 610-358-5300 to advise that D2D is being sent as a result of unsatisfactory repairs.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR. The unresolved concern is prior problems, in for service, have not been repaired appropriately and Owner is dissatisfied with additional S/C deductibles.

Agent called dealer and spoke to Service Director (SD), John Taylor - 45249 at 610-358-5300 via VM and informed that CAIR was being sent.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 35 45249 04/26/11 12:23 O 20696623

*Contact Date:05/03/2011

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 5/03/2011 AT 11:18:828 R 20696623

Calling MRS. [REDACTED] and she will have Mr. [REDACTED] call WEDNESDAY - 04MAY11.

Calling MRS. [REDACTED] and Mr. [REDACTED] states that the repair is satisfactory and he stated that it was, however, as a side comment he mentioned he was having a problem with his headlights (separate problem) and did not ask for assistance. Left on positive note and advised if he requires further assistance to contact CAC. Per BR317 no Reason Code added for headlights.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						20700564
VIN	1A4GP45R1	6B [REDACTED]	Open Date	04/13/2011	Built Date	10/14/2005
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY		
In Service Dt	08/24/2006	Mileage	58,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	66340	GARY MILLER CHRYSLER JEEP, INC.				
Dealer Address	5746 PEACH STREET					
Dealer City	ERIE	Dealer State	PA	Dealer Zip	16509	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HARBORCREEK PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Check engine light/head lights/dash lights
Corporate - Complaint Contact - Default - Default - Default	Excessive repairs on vehicle
Corporate - Survey By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is calling in because she is continually having issues with this vehicle, repair after repair and she just doesn't have the money to continue to pay for all the issues that keep happening as she is on fixed income. Customer states that there is a huge electrical issue going on, the check engine light continually comes on, the head lights sometimes do not come on, the lights on the dashboard work intermittently and she just doesn't know what to do with the vehicle now.
Briefly summarize what the customer is expecting:
Customer is looking for some assistance from Chrysler as she is struggling to get these repairs done and she needs this vehicle to be reliable as she is a 75 year old lady.
****End structured narrative T2 - Beginning Narrative
***Customer has moved from a different place in NC and did visit a different dealership for some repairs but she is now living back at this current address and she will be bringing it to dealer 66340.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF) Different dealership in NC
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? N/A
Reassigned to 88F
***** CASE MANAGER TEAM - District Q *****
Second owner. No service contracts. OOW
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].
Customer states he has not make any appointments because she just moved, but last time she was at dealership was 030911 they had something put in because she did not have any headlights and in the past she had a head

gasket replaced.

Customer states she cannot afford much, they wanted to wanted to charge her \$85 to look at vehicle; writer advised customer that if she does decide to go to dealership diagnosis fee is at customer cost. Customer states she might be going to dealership on a week or so, writer provided customer with contact information to call us back if she decides to go to dealership, customer understood.

Customer Assistance Inquiry Record (CAIR)#						20720618
VIN	2C8GP64L7	5R	Open Date	04/20/2011	Built Date	10/06/2004
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	10/21/2004	Mileage	125,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	GARVIN OK			Country	UNITED STATES	

Corporate - Complaint Contact - Default - Default - Default	dash and headlights flickering, stalling at low speeds
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 After much research seems MANY others are having the same problem with dash lights flickering, vehicle stalling at low speeds, head lights flickering to the point of we get flashed by passing motorists.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 It seems this is an issue with MANY Town & Country owners. So it seems you all should have the answer to the problem since no one that I have spoke with can seem to find a mechanic or dealership that knows the reason and how to fix this issue. This is a safety hazard for my family! I purchased this vehicle feeling very safe, but now (after only having it for 3 weeks) I have my doubts. Please if you know the answer let me know so I can get it fixed if not I would appreciate Chrysler finding out since this is their product. Thank you!

*****END OF CUSTOMER EMAIL *****
 Dear Brooke:
 Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2005 Town & Country. I am sorry to hear of the issues you are experiencing with your vehicle. We are unable to diagnose the situation you have outlined in your email. There are too many variables involved and a detailed inspection of your vehicle will be required for proper diagnosis. It is not clear by your email, whether you have taken your vehicle into a Chrysler dealer for diagnosis and repair. We recommend that you contact your local factory-authorized dealer to schedule an appointment. If, after meeting with your dealer, these concerns are still not resolved to your satisfaction, please re-contact us by email or by phoning our office at 1-800-CHRYSLER (247-9753). We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thanks again for your email.
 *****END OF CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# **20769494**

VIN	1D4GP24R3	5B [REDACTED]	Open Date	05/04/2011	Built Date	03/22/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	10/02/2004	Mileage	75,000	Dealer Zone	74	DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	44351	DULUTH DODGE INC				
Dealer Address	4755 MILLER TRUNK HWY 53					
Dealer City	DULUTH	Dealer State	MN	Dealer Zip	55811	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	DULUTH MN [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer calling about headlight issue
Corporate - Survey By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states that their headlights turn off on their own. Customer
 Briefly summarize what the customer is expecting:
 Customer states that they would like Chrysler to fix the headlight issue.
 ****End structured narrative T2 - Beginning Narrative
 Customer advised a call back is required and will take place
 within one business day by COB their time
 Preferred Morning/Midday call back number is 2 [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code?44351
 Reassigned to 88F
 * * * * * CASE MANAGER TEAM - District 88N * * * * *
 Original Owner
 Total= 1
 Current= 1
 New= 1
 Used= 0
 Household= 1
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 218-624-0027. Writer spoke with customer who stated the first week they
 had the vehicle they started to have an issue with the head lights not
 coming on. Customer stated the concern is extremely intermittent and the
 dealership told he that they can not find the issue unless she brings the
 vehicle in with the concern happening. Writer informed customer that the
 dealership will be contacted and informed that she is seeking resolution.
 Customer stated that he son is in college and she will not be able to get
 the vehicle back to the dealership until the middle of June. Writer
 informed customer that her case will be placed on hold until that time.

Customer Assistance Inquiry Record (CAIR)#						20803498
VIN	1D4GP24R3	5B [REDACTED]	Open Date	05/10/2011	Built Date	09/22/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	09/22/2004	Mileage	20,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	67673	CAROLINA CHRY-DODGE-JEEP				
Dealer Address	1001 HALSTEAD BLVD					
Dealer City	ELIZABETH CITY	Dealer State	NC	Dealer Zip	27909	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	ELIZABETH CTY NC [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Headlights intermittently operating

Briefly summarize why the customer is contacting Chrysler: Customer called stating that on her way to work at 5, it was very foggy and dark and her lights blinked and went out and came back on a couple times and then completely went out. Customer states that this is scary and could have caused her to crash. Customer states she should sue but she just wants it fixed.

Briefly summarize what the customer is expecting: Customer seeking vehicle to be fixed and to find out if there are any recalls.

Agent advised that there have never been any recalls listing under her VIN. Agent provided contact information to the nearest dealership and transferred customer through as per her request.

Customer Assistance Inquiry Record (CAIR)#	20821277
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VIN	2C4GP54L2 5R [REDACTED]	Open Date	05/13/2011	Built Date	01/24/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	04/23/2005	Mileage	95,000	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	67213	JOHN YOUNGBLOOD MOTORS			
Dealer Address	3525 SOUTH CAMPBELL STREET				
Dealer City	SPRINGFIELD	Dealer State	MO	Dealer Zip	65807
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	OZARK MO [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	
Product - Electrical - Lamps and Switches - Steam, Smokes - Default	

Mrs. [REDACTED] called in inquiring about open recalls on their vehicle because she is stating she is having some electrical problems. She stated that her headlights do not work, her dashboard lights do not work and she could smell a burning smell. The agent advised customer that there are no outstanding recalls that need to be completed on their vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. As well, agent updated and confirmed customer's address, name and phone number.

Customer Assistance Inquiry Record (CAIR)#						20868922
VIN	1D4GP25R2	5B [REDACTED]	Open Date	05/23/2011	Built Date	02/04/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	02/09/2005	Mileage	122,499	Dealer Zone	74	DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	49902	MCKAYS FMLY CJD % AVIS/MN				
Dealer Address	PO BOX 651					
Dealer City	PARSIPPANY			Dealer State	NJ	Dealer Zip 07054
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PETERSBURG IL [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	
Recall - J38: SUPPLEMENTAL FRONT AIRBAG SENSORS - Advise Owner/Incomplete Recall	

Customer calls seeking recall information. Advised the customer of incomplete recall J38 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Briefly summarize why the customer is contacting Chrysler: Customer is seeking to find out why their headlights keep turning off intermittently in their vehicle.

Briefly summarize what the customer is expecting: nothing they are seeking technical information advised they would have to get that information from the dealership.

Customer Assistance Inquiry Record (CAIR)#**20870399**

VIN	2C4GP44R5 5R [REDACTED]	Open Date	05/23/2011	Built Date	11/26/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	03/31/2005	Mileage	85,022	Dealer Zone	42 DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	62888	RIVER VALLEY CHRY-JEEP			
Dealer Address	1903 RIVERWAY				
Dealer City	LANCASTER	Dealer State	OH	Dealer Zip	43130
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LANCASTER OH [REDACTED]	Country	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Extended warranty information request.
Product - Electrical - Lamps and Switches - Other - Default	Headlights do not come on.
Corporate - Dealer Information - Default - Default - Default	Multiple fee charges.
Product - Engine - Oiling System / Pan / Pump - Other - Default	Oil light comes on at random.
Corporate - Recall - Default - Default - Default	Open recall information request.
Product - Steering - Unknown - Other - Default	Steering rod needs to be replaced.

Caller stated that her headlights come on only when they want to. Caller stated that she wanted to get them fixed before she is pulled over by the police for not having headlights. Caller stated that her steering rod also needs to be replaced again. Caller said she is also having an issue with her oil light coming on randomly. Caller said that the Chrysler Dodge Jeep dealership informed her that there is a \$84.95 fee for the steering rod, and she would have to pay another \$84.95 fee for the diagnostics of the headlights. Caller wanted to know if this was fair. Agent advised caller that there would be a diagnostic fee for the work and that unfortunately we do not have access to a listing of the dealerships fees. Caller said that she had informed the dealership to go ahead with the steering rod and the headlights could wait. Agent advised caller that unfortunately at this time the vehicle had no extended warranty and no recalls issued for those parts. Agent advised caller that if these issues become recalls in the future she will be notified by mail and at that time she would be able to submit her receipts for possible reimbursement. Caller asked what would happen if she were to sell the van and finds out they were recalls after. Agent advised caller that she would still be able to submit her receipts for possible reimbursement at that time because she had been the owner of the vehicle at the time the repairs had been performed. Caller asked how she goes about having it documented that she is having these issues so Chrysler knows there is a problem with the van. Agent advised that her issues would be documented from the call, and that Chrysler uses information from callers like her that let us know there is an issue with the vehicle and it helps Chrysler in compiling the information for possible recalls or extended warranties.

Customer Assistance Inquiry Record (CAIR)#						20886324
VIN	1D4GP25B3	6B [REDACTED]	Open Date	05/25/2011	Built Date	09/01/2005
Model Year	2006	Body	RSKL52	DODGE CARAVAN SE		
In Service Dt	02/07/2006	Mileage	90,570	Dealer Zone	74	DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	26676	LARRY H MILLER BOUNTIFUL CHRYSLER	JEEP DODGE			
Dealer Address	2929 SOUTH MAIN STREET					
Dealer City	BOUNTIFUL	Dealer State	UT	Dealer Zip	84010	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CHEYENNE WY [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Burned Out - Default	Head lights do not work.
Corporate - Recall - Default - Default - Default	
Recall - J38: SUPPLEMENTAL FRONT AIRBAG SENSORS - Advise Owner/Incomplete Recall	

Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #J38? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) dealer
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 26676
 Reassigned to 88F

Mr. [REDACTED] called stating he wanted to talk to a supervisor or manager right now. Agent asked Mr. Schein for his VIN. Mr. [REDACTED] advised agent he called yesterday about his headlights turning off while driving in the dark. Customer states he advised the agent they stay off for about 5 minutes. Customer states he was advised about a recall and sent to the dealership for recall repair. Customer states the recall doesn't have anything to do with his headlights, but his vehicle is at the dealer for the recall repair. Customer states he was told the diagnosis would cost \$185.00 and customer states he doesn't have any money for the diagnosis. Customer states an agent advised him the headlight issue is a defect and he would escalate his concern. Customer states he is a retired Vietnam vet and has a small pension and is seeking assistance from Chrysler for diagnosis and repair.

Agent advised customer his case had been escalated, and a case manager would call him back within one business day.

***** CASE MANAGER TEAM - District 88N *****

Out of 3/36 warranty by
 54,570 miles, and 2 years.
 Owner history: Purchased Used, 3rd Owner.

Used: 2

Current: 1

Household: 2

Total: 2

Service contract: None.

Decline approved by CF303.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████. Number Just rang.

2nd attempt made to contact customer. ██████████.

Number Just rang.

3rd attempt made to contact customer. ██████████.

Number Just rang.

Agent is closing case due to number just rings on every attempt and there will be no goodwill assistance.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **20887309**

VIN	2D4GP44L5	5R [REDACTED]	Open Date	05/25/2011	Built Date	09/27/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	12/15/2004	Mileage	1	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44305	PALMER DODGE INC				
Dealer Address	11460 ALPHARETTA HWY					
Dealer City	ROSWELL	Dealer State	GA	Dealer Zip	30076	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	AVONDALE EST GA [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default Recall Information

Customer called inquiring about if there was a recall on their vehicle. Agent informed there was not. Customer stated his headlights keep going dim. Customer stated he would call back.

Customer Assistance Inquiry Record (CAIR)# 20942734

VIN	2D4GP24R7 5R [REDACTED]	Open Date	06/07/2011	Built Date	09/18/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	09/30/2004	Mileage	100,000	Dealer Zone	51 CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	44566	RUSS DARROW CHRYSLER, JEEP, DODGE			
Dealer Address	7676 N. 76TH STREET				
Dealer City	MILWAUKEE	Dealer State	WI	Dealer Zip	53223
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	PEWAUKEE WI [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Corporate - Product Information - Default - Default - Default	

Customer called in as her headlights keep going out while driving or she can't turn them on at all. Customer states she has read online that this is an issue and has caused accidents and now she is afraid to drive at night and concerned about her 16 year old driving the car. Customer has not taken it to a dealer to diagnose the problem. Writer advised there is no recall linked to her VIN#.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner)
 Has the vehicle been diagnosed by a CDJ dealer? (No)
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F

***** CASE MANAGER TEAM - District P *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.

Writer spoke to customer who stated that she is afraid to drive the vehicle at night cause the lights go off. Writer apologized about situation and informed that although vehicle does not qualify for goodwill, Chrysler would like to work directly with dealer to get problem resolved. Customer declined.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****
 Informed customer that Chrysler will not participate in the repair.
 The vehicle warranty has expired by time and/or mileage.
 Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#	21006149
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VIN	1D4GP45R6 6B [REDACTED]	Open Date	06/20/2011	Built Date	08/18/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT	
In Service Dt	03/21/2006	Mileage	60,000	Dealer Zone	32 NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Dealer	44436	HERB CHAMBERS CHRYSLER JEEP DODGE	OF DANVERS		
Dealer Address	107 ANDOVER ST				
Dealer City	DANVERS	Dealer State	MA	Dealer Zip	01923
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	SALEM MA 0 [REDACTED]			Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	
Corporate - Recall - Default - Default - Default	
Product - Electrical - Lamps and Switches - Other - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating she is still having problems with the head lights stating that when turning on the head lights they come on then the dash light will light up and the head lights will turn off. Customer states that she has had the vehicle into a dealership to have the problem repaired but it is still doing the same thing. Agent advised customer to contact dealership and advised that her head lights are still not working.

Customer Assistance Inquiry Record (CAIR)# 21049411

VIN	2C4GP44R4	5R [REDACTED]	Open Date	06/30/2011	Built Date	09/15/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	11/10/2004	Mileage	72,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ORLANDO FL [REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Seized, Sticks, Binds - Default	Customer inquiring into cause of flickering gauges on dash.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Gauges going haywire, lights & LEDs flickering
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 My 2005 T&C is having electrical issues. My local mechanic suggested it might need a software update. I took it to Greenway who said it did not. They did some initial tests and found nothing. I m wondering if Chrysler has record of other similar issues and how it was corrected so I don t have to do thousands of dollars of testing before finding the problem. The gauges go wild, the led and now the headlights flicker, the radio cut out every few seconds now. My concern is that it will soon affect the engine and turn off while driving at a high rate of speed. Any advice you can give me would be helpful. Mark Lloyd
 *****END OF CUSTOMER EMAIL *****

Dear [REDACTED]:
 Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2005 Town & Country.
 I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.
 Unfortunately, given the many variables involved, we are unable to diagnose or offer proper technical assistance concerning your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
 Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
 If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.
 Thanks again for your email [REDACTED]
 Sincerely,
 Jeff
 Customer Service Representative
 Chrysler Customer Assistance Center
 *****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# 21114474

VIN	2C8GP64L3 5R [REDACTED]	Open Date	07/18/2011	Built Date	11/29/2004
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB	
In Service Dt	01/10/2005	Mileage	69,500	Dealer Zone	66 ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	43806	ANDERSON BROTHERS, INC.			
Dealer Address	HIGHWAY 43 NORTH				
Dealer City	JACKSON	Dealer State	AL	Dealer Zip	36545
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MONROEVILLE AL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	dash & headlights blinking, gauges moving back&forth
Product - Drivability - Unknown - Stalling - Default	engine stops when idling
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Problem that can t be solved
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 I have a 2005 Town & Country that has a problem that can t be found. The dash lights, headlights start blinking, the gauges start sweeping back and forth and if I am idling the motor dies. Every light goes dead. It is like there is no power whatso ever. I have to turn the ignition several times before it will start back. I have had the alternator,battery and some computer thing replaced. These things didn t fix the problem. This is a very dangerous situation I m in. When the van goes dead at a red light I have no brake lights so I could get rear ended. please let me know what I should do or have checked to remedy this problem. Sincerely, [REDACTED]

*****END OF CUSTOMER EMAIL*****
 Has customer had previous history with current issue? YES
 Customer has a history of diagnosis for an intermittent problem? NO
 Has had repair history at Chrysler dealership(s)? Yes
 Was this vehicle purchased new by this customer? no
 Customer has a history of purchasing Chrysler vehicles? NO
 If yes, number in household? N/A
 Customer claims to maintain vehicle as per maintenance schedule? YES
 Has a mechanical Chrysler Group Service Contract? NO
 Warranty coverage code? 704
 Ownership status? 2ND OWNER
 Basic warranty component? UNKNOWN
 Powertrain warranty component? UNKNOWN
 Service contract or Mopar warranty component? NO
 Within 3 years or 36,000 miles? N/A
 Within 2 years or 24,000 miles? NO
 Within 1 year or 12,000 miles? N/A
 Dear [REDACTED]
 Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2005 Town & Country.
 I am sorry to hear of the unresolved concerns in regards to your vehicle you are experiencing.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.
Thanks again for your email.

*****END OF CAC EMAIL *****

Customer advised a call back is required and will take place within one business day by COB their time YES

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? IRF CONCERNS NOT RESOLVED

If a CDJ dealer has diagnosed, what is the dealer name or code? IRF

PEACH FORD

Reassigned to 88F FOR CUSTOMER ASSISTANCE WITH UNRESOLVED REPAIR CONCERN,
NOTE CUSTOMER DOES NOT MEET CRITERIA FOR GOODWILL MATRIX*****

Writer contacted customer , left message.

***** CASE MANAGER TEAM - District M *****

Writer contacted customer , customer states they are taking the vehicle to dealer 56733 , to see if they can diagnose the problem. Writer will follow up tomorrow.

Status update provided via email to the following email address:

[REDACTED]

My name is Kimberly , I have been assigned your case manager. Here is some information

that will be helpful for you to have:

Your case number :

Chrysler case management phone number 1800 763 8422

My extension: 66058

My work hours are 9:30 AM to 6:00 PM monday- friday

I will contact you within 1 business day by telephone to reiveiw your case with you.

Have a great day!

Kimberly

End of Status Update

2nd owner, 1 total

Writer contacted customer, left message.

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]

2nd attempt made to contact customer. Left message.

Writer spoke with customer, she says the problem was repaired on 7/25 , and that it was a loose battery cable. She said that on 7/26 it statred happening again. Customer is working with IRF , preowned vehicle sales where she bought the car to get it fixed. She states that they are working on it now. writer will follow up 8/1

Writer contacted customer , left message.

Writer contacted customer, she states the vehicle has been repaired and is working fine .

No further assistance needed.

Customer Assistance Inquiry Record (CAIR)#	21151909
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VIN	2C4GP44R2 5R [REDACTED]	Open Date	07/25/2011	Built Date	02/22/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB	
In Service Dt	02/22/2005	Mileage	90,000	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	68277	CHRYSLER OF PARAMUS, INC.			
Dealer Address	234 ROUTE 4 EAST				
Dealer City	PARAMUS	Dealer State	NJ	Dealer Zip	07652
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	RIDGEFIELD PK NJ [REDACTED]	Country	UNITED STATES		

Product - Suspension - Shock Absorbers / Struts - Worn - Front	Customer states front joint issues.
Corporate - Recall - Default - Default - Default	recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they have been having ongoing issues with the front right joint on their vehicle and the headlights on their vehicle. Briefly summarize what the customer is expecting: Customer wanting to know if there are any recalls covering these issues. Customer states they are aware of an open investigation regarding the headlight issues, according to the NHTSA. Writer advised customer to recalls on their vehicle and no recalls showing on 2005 Chrysler Town & Country vehicles for these issues. Writer did confirm that there is a current investigation for a headlight issue. Writer did advise customer that the investigation COULD end in a recall.

Customer Assistance Inquiry Record (CAIR)# **21159631**

VIN	2C4GP54L7 5R [REDACTED]	Open Date	07/26/2011	Built Date	01/24/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB	
In Service Dt	04/30/2005	Mileage	62,000	Dealer Zone	32 NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Dealer	68950	MCDONAGH CHRY-JEEP INC			
Dealer Address	400 ROUTE 18				
Dealer City	EAST BRUNSWICK	Dealer State	NJ	Dealer Zip	08816
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HELMETTA NJ [REDACTED]	Country	UNITED STATES		

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	escalated
Product - Electrical - Lamps and Switches - Complete Failure - Default	headlights turning off
Corporate - Dealer Information - Default - Default - Default	local dealer

Customer states that IRF has attempted to repair the vehicle twice with no permanent resolution because vehicle headlights keep turning and won't work. Customer feels the vehicle is unsafe to drive because lights will go out while driving at night. Customer would like problem resolved and also seeking financial assistance with repairs. Customer does not have certified diagnosis. Agent provided the following local dealer for further assistance. Customer states that IRF did put in MOPAR part under 12000 miles ago

Freehold Chrysler Jeep
 9.55 miles away
 4304 route 9 south
 freehold, NJ 07728
 732-780-2900

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of repairs to headlights

Has customer had previous history with current issue? Y
 Customer has a history of diagnosis for an intermittent problem? Y
 Has had repair history at Chrysler dealership(s)? Y
 Was this vehicle purchased new by this customer? Y
 Customer has a history of purchasing Chrysler vehicles? Y
 If yes, number in household? 1
 Customer claims to maintain vehicle as per maintenance schedule? Y
 Has a mechanical Chrysler Group Service Contract? N
 Warranty coverage code? 704
 Ownership status? owner
 Basic warranty component? Y
 Powertrain warranty component? N
 Service contract or Mopar warranty component? / N
 Within 3 years or 36,000 miles? Y
 Within 2 years or 24,000 miles? N
 Within 1 year or 12,000 miles? N
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED] cell

Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates: [REDACTED]t
Who has possession of the vehicle? (Owner
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?26405
Reassigned to 88F
Status update provided via email to the following email address:
[REDACTED]

Dear Customer:
Case #:21159631 VIN:2C4GP54L75R [REDACTED] Vehicle Description:
My name is Yolanda and I have been assigned as your Case Manager. Here
is some information that will be helpful for you to have:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66316
My work hours: 6:30a-3:00p Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your
case with you.
Note: This is a system generated message. Please do not reply.
Sincerely, Yolanda Customer Care
End of Status Update

Upon doing further research, writer found that the customers car is as
follows:

3yr, 10 mths & 26,000 miles OOW(basic 3/36 & pwtrn 7/70)
Customer has had 1 CDJ / 1st owner: purchase date:04/30/05
Current in the house hold - 1
Purchased -1 - new
Service Contact: no
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] cell
He stated that he called in in beauce he is having issues with the car
llights going off. The mechanic has tried sveral repair attemps and on
the second try, he replaced a modula from MOPAR. It lasted for a year and
then it went out. The selling dealership is no longer opened. Customer
stated that the hight beams work but the regualer head lights woul not
work. Writert apologized to him but told him that assistance financialy
can not be granted but we can work with the dealership for repairs only.
Customer stated that he wants it documented that there was a problem just
incase if something happened.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						21164774	
VIN	1D4GP24R5	5B [REDACTED]	Open Date	07/27/2011	Built Date	05/06/2004	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	05/20/2004	Mileage	98,000	Dealer Zone	70		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US		
Dealer	60007	SUPERSTITION SPRINGS CHRY-JEEP INC					
Dealer Address	6130 E AUTO PARK DRIVE						
Dealer City	MESA	Dealer State	AZ	Dealer Zip	85206		
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone		
	MESA AZ [REDACTED]				Country	UNITED STATES	

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill Assistance
Product - Electrical - Lamps and Switches - Complete Failure - Default	Headlights
Product - Electrical - Wipers / Washers - Complete Failure - Front	Wiper motor

Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 Customer called in stating that the Wiper will hit each other, and hit each other. Customer states he thought the recall was on his vehicle for the wiper motor. Writer advised their is no recall on the wiper motor. Customer also states he is having a intermittent problem with his headlights not turning on and then turning on by themselves. Writer advised we could escalate up to case management for further review. Writer advised it does take 1 buisness day to be contacted. Customer understands.

Has customer had previous history with current issue? N
 Customer has a history of diagnosis for an intermittent problem? Y
 Has had repair history at Chrysler dealership(s)? Y
 Was this vehicle purchased new by this customer? N
 Customer has a history of purchasing Chrysler vehicles? N
 If yes, number in household?
 Customer claims to maintain vehicle as per maintenance schedule? Y
 Has a mechanical Chrysler Group Service Contract? N
 Warranty coverage code? 333
 Ownership status? Currently owns
 Basic warranty component? N
 Powertrain warranty component? N
 Service contract or Mopar warranty component? N
 Within 3 years or 36,000 miles? N
 Within 2 years or 24,000 miles? N
 Within 1 year or 12,000 miles? N
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED] customers husband
 Preferred Afternoon/Evening call back number is [REDACTED] customers husband
 Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

***** CASE MANAGER TEAM - District 88O*****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Writer reassured customer that Case Manager will come to judgment on his case and call him by close of business 07/29/2011.

SM Jeff had no history of VIN

Writer contacted customer and confirmed owner and vehicle information.

No recall attached to vehicle. Vehicle is outside of 336 by four years and 62000 miles.

***** GOODWILL ASSISTANCE HAS BEEN DECLINED*****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer calls to speak with their Case Manager.

MR TURNER requesting to speak with Case Manager.

Customer Assistance Inquiry Record (CAIR)# 21174828

VIN	2A4GP54LX	6R [REDACTED]	Open Date	07/29/2011	Built Date	08/29/2005
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING		
In Service Dt	05/16/2006	Mileage	70,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	65242	CHESTER CHRYSLER CENTER				
Dealer Address	STATE HIWAY 3 NORTH					
Dealer City	CHESTER	Dealer State	IL	Dealer Zip	62233	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	AVA IL	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default | Head lamps gone out.

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer called in today because his vehicles head lamps went out then came back on and do this every so often. Customer seeking if this was a recall or not. Customer states that he had it taken to the dealer and the dealer told him to call CAC to verify if its a recall or under warranty.
 Briefly summarize what the customer is expecting:
 Customer seeking what to do Agent advised the customer that he needs to have this repaired by the dealer and that issues is not a recall or under warranty. Customer states chrysler should consider this to be a recall issue.
 ****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# 21205340

VIN	2C8GP64L1	5R [REDACTED]	Open Date	08/05/2011	Built Date	09/10/2004
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	07/27/2005	Mileage	77,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	68405	CROWN CHRY-JEEP INC				
Dealer Address	6350 PERIMETER LOOP RD					
Dealer City	DUBLIN	Dealer State	OH	Dealer Zip	43017	
Owner	[REDACTED]			[REDACTED]		
[REDACTED]	[REDACTED]			Home Phone	[REDACTED]	
[REDACTED]	DUBLIN OH [REDACTED]			Country	UNITED STATES	

Product - Electrical - Power/Engine Control Module - Defective - Default	customer has had to replace
Product - Electrical - Body Control Module - Defective - Default	module needs replacing

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states he has had numerous issues with vehicle. Customer states he has already replaced the Power control module. Customer is now been told he needs to replace the BCM module in his vehicle. Customer upset that he has spend \$1300.00 already trying to diagnose the problem with the instrument cluster and headlights. Customer states they just stop working.
 Briefly summarize what the customer is expecting:
 Customer wanted to know when a recall is issued. Agent advised customer that no recalls have been issued for his vehicle. Agent advised customer to keep all receipts and if a recall comes out on parts he has already paid for he can submit for reimbursement.
 ****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# **21262798**

VIN	2C8GP64LX	5R [REDACTED]	Open Date	08/22/2011	Built Date	09/28/2004
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	10/20/2004	Mileage	54,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	05002	FRANK C VIDEON INC				
Dealer Address	4949 WEST CHESTER PIKE					
Dealer City	NEWTOWN SQUARE	Dealer State	PA	Dealer Zip	19073	
Owner	[REDACTED]			[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]			Home Phone	[REDACTED]	
[REDACTED]	BROOMALL PA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Unknown - Other - Default

Dealer Principal from 05002 contacts Area Manager in regards to this vehicle. He expresses concern on behalf of the customer about electrical system problems. He stated that the CGSC will expire soon and the customer is concerned about future electrical issues. He requests service contract be placed on the vehicle as goodwill to the customer. Area Manager spoke to the customer and DP via telephone. Based on past history and as goodwill to the customer AM agrees to add a contract extension for 1 year and 15,000 miles plan code EXPM8115 as final option to assist the customer. The DP asks about completely disassembling the electrical system to locate the concerns the customer expresses. The AM declined to pay for such review and only offered to provide technical assistance if a issue could be verified and proper readings could be obtained. AM advised the DP that during my last contact with the service department about this vehicle they were unable to verify any issue. The diming of the head lights was discussed. AM advised that the SM had been advised that if a concern could be verified and further readings were taken. The AM would request technical assistance but, that information has never been provided.

AM explained that Chrysler would provide the customer technical assistance to the Dealership only from this point on and no other assistance or goodwill offers would be made. res22

Customer Assistance Inquiry Record (CAIR)#						21282856
VIN	1D4GP45R1	5B [REDACTED]	Open Date	08/27/2011	Built Date	06/02/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	06/04/2004	Mileage	139,685	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	64804	CRYSTAL CHRYSLER DODGE JEEP				
Dealer Address	2077 HIGHWAY 44 WEST					
Dealer City	INVERNESS			Dealer State	FL	Dealer Zip 34450
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	HERNANDO FL [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Seized, Sticks, Binds - Default	States Multi-functional switch non-functional, headlights non-operational
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlight went out on dark highway at 60 MPH.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I have a 2005 Dodge Caravan. On Sat. night at about 9:00pm on Hwy 121 out of Gainesville, FL towards Williston the headlights went out. The speed is 60 MPH. They would not stay on. I had to hold the multi- functional switch on to the high beams to get lights. When I let off the switch they would stay on but go off again. I see on the internet where many people are blogging that this is a malfunction with the multi- functional switch on the 2005 Caravan. Why is there not a recall on this safety item? It is very dangerous. Please recall this item before someone is seriously hurt if they haven't. I called Crystal Dodge in Inverness, FL. and to analyze the problem the cost is \$85.00, the part cost \$ 96.40 and the repair cost is \$127.00. This makes the total cost to fix this dangerous problem \$298.40. This cost is not possible for us today. I am on SSDI and my wife took a \$300.00 a month cut in pay & insurance where she works. Please check your records as we have had Caravans or Voyagers since 1987. That is several vehicles. We have had problems with them like rack & pinion but never a problem as dangerous as this. Please give us some assistance in getting this repaired. Also please have a recall on this item as it is very dangerous. I spoke to Christine ID #KB711 today at Chrystal and she could only tell me there was no recall.

*****END OF CUSTOMER EMAIL*****

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2005 Caravan.

I am sorry to learn of the issues you have encountered with your vehicles Headlights. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and

effort you took to bring this matter to my attention. A case has been opened for you and the number is at the bottom of this page. Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day. We will attempt to contact you at the phone number provided in your email ([REDACTED]). If you wish to be reached at an alternative number, please respond so we may update your file appropriately. Thanks again for your email, [REDACTED].

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Has customer had previous history with current issue? NO
Customer has a history of diagnosis for an intermittent problem? NO
Has had repair history at Chrysler dealership(s)? YES
Was this vehicle purchased new by this customer? NO
Customer has a history of purchasing Chrysler vehicles? YES
If yes, number in household? 4
Customer claims to maintain vehicle as per maintenance schedule? YES
Has a mechanical Chrysler Group Service Contract? NO
Warranty coverage code? 333
Ownership status? SECOND
Basic warranty component? YES
Powertrain warranty component? NO
Service contract or Mopar warranty component? NO
Within 3 years or 36,000 miles? NO
Within 2 years or 24,000 miles? YES
Within 1 year or 12,000 miles? NO
Forwarding 88F Goodwill Assistance Request
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 352.897.4755
Preferred Afternoon/Evening call back number is 352.897.4755
Customer email address for case updates: wditz@tampabay.rr.com
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 64804
Reassigned to 88F

[REDACTED], Attempted e-mail, would not go thro.

***** CASE MANAGER TEAM - District M*****

Customer history-NO SVC- former rental vehicle-2nd owner.
Vehicle is 50 months and 103,000 miles out of warranty.
Customer has sporadic history of used vehicles, 3 in brand.
Agent attempted to contact dealer Service Manager Nick, however, SM not available. Left message for a return call at extension 66236, seeking dealer history- was any diagnosis done at dealer ship for customers concerns.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer provided case# and call back#. Writer advised no current recall, advised would be contacted by mail if one issued.
Customer stated could not afford nor would he pay for a diagnosis for what should be a recall. Writer advised could place case on hold if needed time to acquire funds. Customer stated would not pay for diagnosis anyway for what he feels is a recall= safety issue. Writer advised case would be closed, customer stated understood.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						21303671
VIN	1D4GP24R3 7B [REDACTED]	Open Date	09/03/2011	Built Date	10/12/2006	
Model Year	2007	Body	RSKL53	DODGE GRAND CARAVAN SE LWB WAGON		
In Service Dt	10/19/2006	Mileage	69,158	Dealer Zone	63 DALLAS	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	44450	CUMMINS CHRYSLER				
Dealer Address	I-40 AT AIRPORT RD					
Dealer City	WEATHERFORD	Dealer State	OK	Dealer Zip	73096	
Owner	[REDACTED]	Contact Type	E-MAIL			
Address	[REDACTED]	Home Phone				
	CARNEGIE OK [REDACTED]	Country	UNITED STATES			
Product - Electrical - Remote/Key Fob - Default - Default			2007 Grand Caravan key fob issue			

***** EMAIL BRIEF DESCRIPTION CONTENT *****
the key made by dealer not wkg properly
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
my original key is broke and i contact your dealer cummins .air port rd
wheatherford,ok.and he told me u have to bring the vehicle here by tow.i
took my vehicle to cummins wheatherford. and they told we make two type
of
key 1.is simple and otheris with remote. and i told i need simple ones
without remote.they charged me \$90.00.and icame to my town.nextday when
i
open the door of my cavaran van ,horn start with head light blinking.
and i
call dealer and told the story. he told bring back the vehicle i draw my
vehicle 50 mile and reach there .i told by dealer that i have to make
the
key with remote and we will charge \$180.00 dollars fo rthe key. itold u
guys make one key and which not rconised by the vehicle thats not my
fault
.and i argue to much but they treat me that i am bogas customer.i
request
that if u guys make key with remote then give my moneys for the keys
that
not working properly then i will pay \$180.00 dollars. sir i pay for one
key
taw chrg \$200.00+90.00 key chrg +twotime waste my time to go to dealer
and gas moneys. sir by i expense that much money still my problem was
not
solved by dealer .one time police stop me for buzing horn near carnegie
hospital but they know me and give me warning to fix horn problem.sir i
have honda van 15 yrs old and i open its door with key without using
remote . and its works good. then why this is not happened in dodge
carvan. dealer telling me that without remote key do this thats why u
have
tomake remotekey for your vehicle.and punish for other money charge ,
really i could not satisfied with the dealer answered.pl tell what i
have
to do.... in this condition i can not use my vehicle.and its become show

piece at my place.

*****END OF CUSTOMER EMAIL*****

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2007 Grand Caravan.

Our records show that you have contacted us by telephone on Sept.2 and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

*****END OF CAC EMAIL*****

See linked Cair # 21303724.

Customer Assistance Inquiry Record (CAIR)# **21311812**

VIN	2C4GP44R0	5R [REDACTED]	Open Date	09/04/2011	Built Date	08/26/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	05/28/2005	Mileage	127,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Dealer	60249	MIKE'S FAMOUS CHRYSLER DODGE				
Dealer Address	1026 W WHITE HORSE PIKE					
Dealer City	EGG HARBOR CITY	Dealer State	NJ	Dealer Zip	08215	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ABSECON NJ [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calling to inquire on any open recalls
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that they had issues with front lights

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler: Customer states that when they turn on the vehicle head lights, they sometimes take a few minutes to come on.
 Briefly summarize what the customer is expecting: Advised the Customer to take their vehicle to their nearest Dealership