

Exhibit 11

Customer Assistance Inquiry Record (CAIR)#						25132498
VIN	2A4RR5D14	AR249156	Open Date	06/09/2014	Built Date	02/12/2010
Model Year	2010	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING		
In Service Dt	02/12/2010	Mileage	55,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66072	ROYAL CHRYSLER MOTORS, INC.				
Dealer Address	3961 WAVERLY RD					
Dealer City	OWEGO	Dealer State	NY	Dealer Zip	13827	
Owner				Contact Type	TELEPHONE	
Address	VESTAL NY 13850-2609			Home Phone		
				Country	UNITED STATES	

Product - Wheels and Tires - Tires - Other - Unknown	Valve stem is cracked.
Corporate - Technical Assistance - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Dealer - Parts - Transaction - Other - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating his valve stem is cracked again and this is the 2nd time he ll have to replace it. Customer said he spoke to the DLR and they told him it will be about a \$100. He has already had to pay for one. Customer stated this is a safety issue.

Agent called the DLR and spoke to [REDACTED] who stated this is a different valve stem and he has not seen the vehicle. Agent asked if this is caused by living in a salt area and SA stated yes.

Agent told the customer that there are no recalls and this is caused because of the high salt area. Customer said he was on the internet and this is happening to Chrysler products. Customer was angry and said other car manufactures do not charge their customers for this repair. Customer also stated that this is a safety concern and does someone have to be killed before Chrysler does something about this. Customer said he won t buy Chrysler again.

Briefly summarize what the customer is expecting: Customer wants the valve stems replaced at no cost.

Reassigned to PG725 for survey bypass.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding valve stem cracking. Customer stated that researched and noticed that the replacement was metal which was what cracked. Customer stated that some vehicle have rubber stems. Customer was advised that his vehicle did not have a rubber stem

Briefly summarize what the customer is expecting: Customer is seeking why there was not a rubber stem for his vehicle. Customer is also seeking if they will be making rubber stems for his make of vehicle

Agent advised customer that information is not provided in owners manual. Agent advised customer that will escalate case to our tech support and will be in contact once an answer has been received

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
 Survey By Pass - No Diagnosis

Customer called back wondering why there has been no call-back. Agent informed customer lines 28-29.

6/24/14 According to available information, there are no Recalls or Technical Service Bulletins regarding the customer s concern. This is how this vehicle was designed, engineered and built. Any additional information is either unavailable or considered proprietary. If replacement parts are needed, the customer should refer to the parts department at their local dealership. The parts department will be able to tell the customer if there is an alternative part with a rubber valve stem available.

Reassigned file back to DB1247 for proper handling.

Customer called back in and wanted to know why we sell vehicles in places where they put salt on the roads if this is going to happen. Customer also wanted to know why we are not making rubber valve stems for his

vehicle. Agent apologized and advised customer of lines 34-41. Customer is upset. Agent apologized and thanked customer for contacting Chrysler.

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