Exhibit 7

Customer Assistance Inquiry Record (CAIR)# 19954327

VIN	2D4RN5D16	AR298136	Open Date	09/17/2010	Built Date	03/31/2010	
Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT			
In Service Dt	06/21/2010	Mileage	4,000	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	[redacted]	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]	
	FLUSHING NY 11354-3666				Country	UNITED STATES	

Dealer - By-Pass - Default - Default - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Lights keep coming on and dealer cannot fix it
Briefly summarize what the customer is expecting:
Unresolved concern with the vehicle. Chrysler to either fix it or replace it.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is cell [redacted]
Preferred Afternoon/Evening call back number is [redacted] home [redacted] work
Who has possession of the vehicle? (Owner)
Is this a request for Lemon Law, buy-back or replacement? replacement or fix it.
Reassigned to 88L
Customer stated that dealer 66325 is who has been looking at it.
Informed customer to wait for a call back.
Reassigned to I2R for follow-up.
Customer called in and discussed that she has been having issues with this vehicle since July, and up to now the matter has not been resolved.
Customer informed that the case is currently being handled by another dept.
Customer would like to be contacted at [redacted] with updates on this issue.
*******CAIR HAS BEEN ASSIGNED TO [redacted] (ISG I2R OWNER RETENTION TASK FORCE TEAM) FOR HANDLING [redacted] ******
9/22/10: Spoke to [redacted] Service Manager at Bayside CJ: Vehicle was last in for Service 9/15 for
A) ESP and Check Engine Light keep coming on when driving through 42nd Avenue and Jackson- Verified concern and performed specific diagnostics per STAR. Shop Foreman forwarded diagnostic results to [redacted] Engineering on 9/15, but hasn t heard back from him yet. Shop Foreman has left two messages for [redacted] to call back and will attempt to contact him again today. DM [redacted] is involved and has been updated on vehicle status. Vehicle has 3-4 repairs for the same concern...Waiting on faxed RO s from [redacted]
-Spoke to DM [redacted] updating him on CAIR; DM inquired if Service History appears to support Lemon Law at this time. Advised DM that I m waiting for [redacted] Service Manager at Bayside CJ to fax customer s RO s to me. DM would like me to contact him once RO s have been received, so we can review RO s together and requested I contact [redacted] Service Manager

and update him on DM s involvement. DM also mentioned [redacted] involvement and possibly taking vehicle into Brooklyn Auto Group 60437 for assessment and/or repair once RO s have been reviewed.
-Left message with [redacted] Receptionist for [redacted] Service Manager at Bayside regarding vehicle. [redacted]
9/22/10: Spoke to customer to complete initial call; Customer is very frustrated and dissatisfied for many reasons. Customer states vehicle has been to Bayside DC 25 times for the same ESP and Check Engine Light concerns- ESP and Check Engine Light come on when driving in three different areas: Queens, Orange County or on Long Island City Bridge (issue began in July). Customer states Dealer keeps using previous RO s rather than opening a new RO, therefore Dealer only has about 12 RO s on file. Customer states Dealer has told her repeatedly that she is just wasting her time taking vehicle back and forth to Dealer because vehicle can t be fixed. Customer states Dealer had her contacting Dealer Owner, Parts Department, Service Department at Bayside CJ and DM [redacted] for the last two months before she finally found out she was supposed to contact CCAC for assistance. Customer states [redacted] Dealer Owner told her Dealer was waiting for Chrysler to decide if they were going to take her out of vehicle. Customer states she even talked to DM several times but he wouldn t tell her if he was going to take her out of vehicle. Customer states Check Engine Light and ESP light came on again and vehicle started jerking/bucking a lot when she was driving over Long Island City Bridge yesterday 9/21. Customer is concerned about driving vehicle with the bucking/jerking issue and is going to contact [redacted] Service Manager at Bayside regarding
Customer is seeking to be taken out of vehicle based on repeated repairs attempts within three months of purchase.Apologized to customer for the inconvenience, as I can certainly understand her frustration. Also advised customer that I m here to do anything I can to assist with vehicle repair, but I will review her Buyback/Replacement request with Chrysler with an eta of 3-5 business days on a decision- customer understood and was very dissatisfied, but did have a civil demeanor during the call. [redacted]
9/23/10:Received voice mail from [redacted] Service Manager at Bayside returning my call.
Left message with [redacted] Service Advisor at Bayside CJ for [redacted] Service Manager at Bayside CJ updating him on DM s involvement. Also requested RO s be faxed to me at [redacted]
9/23/10: Spoke to DM [redacted] to review customer s RO s; Vehicle has four repairs for a Check Engine Light (ESP/BAS) related concern in less than 4000 miles. I emailed VIN and STAR Case number to DM for review with Tech Advisor JWP5, as STAR has been assisting Dealer since 8/23. DM to call me back once a plan of action has been assessed. DM also authorized Rental assistance when customer returns vehicle to Dealer for further diagnosis/assessment...I will follow-up with customer on 9/27, if a plan of action has not been assessed by then. [redacted]
Contacted Technical Rep for assistance. Response pending.
9/24/10: See CAIR lines 90 for DM s involvement...
-Spoke to [redacted] customer s Service Advisor at Bayside CJ (Service Manager wasn t available): Vehicle was brought in 9/23 for A) ESP and Check Engine Light keep coming on when driving through 42nd Avenue and Jackson- Pending further diagnosis and STAR/Tech Advisor s assistance B) Vehicle surges when moving slowly. [redacted] states Shop Foreman test drove vehicle, but he s not sure if concern was duplicated and Shop Foreman is gone for the day. Customer has been placed in a Goodwill Rental.
-Spoke to customer and [redacted] customer s Service Advisor at Bayside CJ; [redacted] Service Manager and Shop Foreman are the only people that know what occured on this Service Visit and both are gone for the day. Customer to review Service Visit specifics with Service Manager and/or Shop Foreman when she returns Goodwill Rental and picks-up vehicle tomorrow, as Service Manager requested vehicle be returned to customer. Customer is concerned about driving vehicle if the surging/jerking is still occurring, especially with her Grandchildren in vehicle and will express those concerns to Dealer if the situation arises. Customer to leave me a voice mail this weekend updating me on the situation and I will return her call as needed- customer understood and was appreciative of my assistance. [redacted]
9/27/10: Spoke to customer and she states [redacted] Service Manager at Bayside CJ authorized her to stay in Goodwill Rental, as they are still waiting on Tire Sensor to arrive and further instructions from Chrysler

regarding pending Check Engine Light/ESP Light repair. Advised customer that I m going to follow-up with [redacted] Service Manager and will call her back with an update regarding- customer understood and will call me if she happens to hear from Service Manager first.
-Left message for [redacted], Service Advisor at Bayside CJ for [redacted] Service Manager to call back with a vehicle status update (status on Tech Advisor s involvement).
-Also left voice mail for DM [redacted] to call back regarding Tech Advisor s involvement. [redacted]
9/29/10: Left second message for [redacted] Service Advisor at Bayside CJ for [redacted] Service Manager to call back regarding vehicle/Tech Advisor s involvement. Also left message with [redacted] Sales Receptionist at Bayside CJ for [redacted] Service Manager to call back.
Spoke to DM [redacted] and he states Tech Advisor [redacted] and Chrysler Engineering are working towards a plan of action for customer s Check Engine Light concern. DM recommends I contact Tech Advisor [redacted] or [redacted] Service Manager at Bayside CJ for any additional questions regarding, as Tech Advisor and Dealer are handling. DM also confirmed a Replacement/Buyback isn t being offered at this time.
-Spoke to Tech Advisor [redacted] and he updated me on vehicle (STAR case) status as follows, as Case has been escalated to the FTS (Field Tech Support Team); [redacted] at Bayside advised Tech Advisor that vehicle was brought in 9/24 for a new concern of surging. Dealer test drove vehicle and could not verify the surging. Vehicle was returned to owner. Tech Advisor spoke to [redacted] today and STAR recommended Cam Sensor be replaced. Cam Sensor was ordered with an eta of today. Dealer to schedule an appointment with customer for repair completion when Cam Sensor arrives. Tech Advisor confirmed that a Check Engine Light on with no driveability/safety concern would not meet Lemon Law criteria. I thanked Tech Advisor for the update and will contact customer tomorrow 9/30 with an update, as I m standing by for [redacted] Service Manager s call. [redacted]
9/30/10: Spoke to customer and [redacted] Service Manager at Bayside CJ, Cam Sensor arrived, so customer is going to drop-off vheicle on 10/4 for repair completion. Customer to be placed in a Goodwill Rental during the repair. Customer to call me when vehicle has been picked-up from repair. Customer to Road Test vehicle to ensure Check Engine Light and ESP Light do not return when driving through 42nd Avenue and Jackson. Left front tire sensor is on Back-order: [redacted] to Special Handle/VOR the part and call me back with the part number, so I can submit a Parts Expediting request. I will contact customer once I ve received a parts status update from the Expediting Team- customer understood. [redacted]
9/30/10: Received call fr[redacted] Service Manager at Bayside CJ confirming left front Tire Sensor
Part# 68078861AA has been Special Handled and upgraded to VOR- .
Submitted National Back-order (VOR) alert as follows:
Expedite Ordered Part for I2R Case
Dealer code and address: 66325 at 212-19 Northern Blvd Bayside, NY 11361
Part information: Left front Tire Sensor 68078861AA has been Special Handled and upgraded to VOR...mb981
****** Below Corporate Resources Contacted ******
PARTS EXPEDITING
on 2010-09-30 @ 15:37
****** START OF SUPPORT ESCALATION FROM PARTS EXPEDITING by [redacted]******
No back order or VOR order for Dealer
****** END OF SUPPORT ESCALATION FROM PARTS EXPEDITING******
10/6/10: See CAIR lines 166-169 for Parts Expediting s response...
Spoke to [redacted] customer s Service Advisor and [redacted] Parts Manager; Cam Sensor and Left front Tire Sensor were replaced and vehicle to customer on 10/4.
-Spoke to customer to inquire about vehicle status post repair; Customer was in a meeting and will have to call me back. [redacted]
10/8/10: Spoke to customer and she won t be driving vehicle through Queens, Orange County or Long Island City Bridge until this weekend or next week, which is where ESP and Check Engine Light have been coming on. Advised customer that I ll follow-up with her again next week to check on vehicle. Also requested a call back if any issues occur with vehicle in the meantime- customer understood. [redacted]
10/15/10: Customer wasn t able to talk when I called her to inquire about vehicle status. Customer requests I call her back in 10 minutes. Advised customer that I will try me best to call her back in 10 minutes- customer

understood. [redacted]
10/15/10: Spoke to customer and she states ESP light came on when she was driving over Queensboro 59th Street Bridge on 10/8 then turned off the next day. Customer states vehicle ran ok when the light was on, but just yesterday vehicle bucked/jerked again on her twice. Customer to drive vehicle upstate this weekend to see if ESP and Check Engine Light return and I will follow-up with her the first of next week-customer understood. mb981
10/18/10: Left voice mail for customer on cell and business number to call back with vehicle status. Also left message with customer s husband at home number for customer to call back regarding the same. [redacted]
10/20/10: Spoke to customer and she drove vehicle upstate this weekend and neither the ESP or Check Engine Light came on. but vehicle is still bucking/jerking. Customer states the issue usually occurs when driving in the city and you can see to RPM s go up and down. Customer won t be able to contact Bayside CJ until 10/22, as she just had a death in the family and her husband isn t feeling well either. Customer to call me back once an appointment has been scheduled with Dealer [redacted]
10/26/10: Spoke to customer and she hasn t been driving vehicle, nor has she had a chance to schedule an appointment with Bayside CJ for assessment, as work has been a little crazy lately. Customer assured me that she will call me with an appointment date by the end of this week. mb981
11/2/10: Spoke to customer and she hasn t had a chance to schedule an appointment with Bayside CJ yet, as things have been a little hectic for her lately. Customer assured me she is going to call Dealer today and will call me back with her appointment date...CLOSING CAIR as customer rejects repair.
appointment with Dealer for vehicle assessment>. customer s disposition was neutral at time of closing [redacted]
*** CAIR will be reopened when vehicle is brought back into Dealer for assessment ***

Customer Assistance Inquiry Record (CAIR)# 19966377

VIN	2D4RN4DE5	AR394286	Open Date	09/21/2010	Built Date	07/05/2010	
Model Year	2010	Body	RTKH53	DODGE GRAND CARAVAN SE			
In Service Dt	09/16/2010	Mileage	300	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PDT	DARK TITANIUM MET. CLEAR COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION					

Dealer	[redacted]	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]
	BALLSTON LAKE NY 12019-1902	Country	UNITED STATES

Product - Wheels and Tires - Tires - Other - Unknown	Tire pressure light on over 1lbs
Corporate - Technical Assistance - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer contacted Chrysler about the tire pressure light on.
Briefly summarize what the customer is expecting:
Customer is expecting to find out why a car he bought 3 days ago is already having lights on
****End structured narrative T2 - Beginning Narrative
Per floor support agent is escalating case to 82k for technical information.
9/24/10 Left message for owner with phone # and file #.
9/27/10 Owner left message and provided phone # [redacted] Attempted to contact owner. No answer. Unable to leave message.
9/28/10 Contacted owner. Owner states tire pressure warning light is still on and has been on since a few miles after leaving the dealer. Tire pressure in all four tires is at the recommended amount. Unable to diagnose the vehicle over the phone. Referred owner to dealer to further address his concern. Owner seeking to know if the spare tire has a TPMS sensor. According to available information the spare tire does not have a TPMS sensor. Owner will contact the dealer to further address his concern.

Customer Assistance Inquiry Record (CAIR)# 19983773

VIN	2A4RR5D1X	AR126445	Open Date	09/27/2010	Built Date	08/19/2009	
Model Year	2010	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	01/26/2010	Mileage	8,000	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	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE					
Dealer Address	3156 HEMPSTEAD TPKE						
Dealer City	LEVITTOWN		Dealer State	NY	Dealer Zip	11756	
Owner	[redacted]				Contact Type	LETTER	
Address	[redacted]				Home Phone		
	MASSAPEQUA PARK NY 11762-3803				Country	UNITED STATES	

Product - Electrical - Tire Pressure Monitor - Defective - Default	Customer states the tire sensors have gone bad
Corporate - Reimbursement - Default - Default - Default	for TPM

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states the tire sensors have gone bad and she is being charged $200.00 for the repair. Customer states she can not understand this failure at this mileage and why it s not covered even by the SC
Briefly summarize what the customer is expecting:
Wants Chrysler to cover this repair under warranty
****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
If a CDJ dealer has diagnosed, what is the dealer name or code? [redacted]
Dealer 68596
Reassigned to [redacted]
********** CASE MANAGER TEAM **********
2/2 both purchased new. still under 3/36 warranty with max care service contract
S[redacted] states that it was physical broken
[redacted]

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states that the dealership was the ones that rotated the tires twice and the caps were missing when she got them back [redacted] there s a TSB on the sensor that if there s any damage to them dealership will be charge back vehicle was in accident in august 10
2nd attempt made to contact customer on 9/29
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
CM is willing to reimburst customer everything but $50.00
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 has been advise this repair has to be done by reimburstment
Call customer on 10/05/10 for 5 day follow up to see if documents were mailed.

Writer has contacted customer on 10/07/10 at 9:50 AM EST and was advised that part is still on waiting list, but will send in documentation as soon as repair is completed.
Customer states that the dealer has received the parts and has paid for the repair. Total cost of repair $196.00 writer advised customer of lines 31-40 customer understood.
Documents received. Writer assinging to case manager waiting for documents.
POSTMARK DATE: 021811; DATE RECEIVED: 022211
Previous Agent Promise
****
Customer submitted documents for request for reimbursement for repair to the tire caps on their vehicle, on line 28-40 reimbursement in the amount of $ 143.30.
Customer s proof of payment is: Credit Card, Auth code: 053078
Date of repair: 01/10/11
Labor $ 115.00
Parts $ 81.00
Tax $ 7.30
Misc. Charges $ 50.00 deductible
Total $ 153.30
Writer is submitting check for approval in the amount of $_153.30____.
Customer has been contacted and address has been verified 44-52.
Which address is correct? The one on the envelope or the one in COIN as it is not indicated in the narrative that the address was confirmed.
Address appears to be the same on envelope and COIN?
Zip code and the number after the road are different.
Writer contacted customer at [redacted] Writer spoke with [redacted] confirmed address and advised of check amount.
Writer spoke with agent and that the address on the envelope is the correct one.
Approved

Customer Assistance Inquiry Record (CAIR)# 20015142

VIN	2D4RN4DE5	AR323721	Open Date	10/06/2010	Built Date	04/27/2010
Model Year	2010	Body	RTKH53	DODGE GRAND CARAVAN SE		
In Service Dt	07/19/2010	Mileage	1	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION				

Dealer	44812	SMITH HAVEN CHRYSLER JEEP DODGE			
Dealer Address	794 JERICHO TURNPIKE				
Dealer City	ST JAMES	Dealer State	NY	Dealer Zip	11780

Owner	[redacted]	Contact Type	TELEPHONE
Address	[redacted]	Home Phone	[redacted]
	NESCONSET NY 11767-2407	Country	UNITED STATES

Product - Electrical - Tire Pressure Monitor - Unknown - Default

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called in wanting to know what the tire pressure light was for on the dash
Briefly summarize what the customer is expecting:
Custome wanted information about this light
****End structured narrative T2 - Beginning Narrative
Customer stated that he had the tire pressure light came on. Customer wanted to know the reason why this happened. Customer stated that he contacted a dealer about this situation and they told him that they could fix the problem for $58.00. Customer stated that he didn t like the dealer just telling him that they could fix the problem for $58.00. Writer advised the customer that the light came on because the pressure in the tire is low because of the cooler air. Writer advise the customer that he could take the vehicle to a local gas station and put more air into the tire.

Customer Assistance Inquiry Record (CAIR)# 20032234

VIN	2A4RR8DXX	AR352054	Open Date	10/11/2010	Built Date	05/31/2010
Model Year	2010	Body	RTYR53	CHRYSLER TOWN & COUNTRY TOURING PLUS		
In Service Dt	07/19/2010	Mileage	3,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer	45422	CASTILONE CHRYSLER-DODGE-JEEP			
Dealer Address	306 W MAIN ST				
Dealer City	BATAVIA	Dealer State	NY	Dealer Zip	14020

Owner	[redacted]	Contact Type	TELEPHONE
Address		Home Phone	[redacted]
BATAVIA NY 14020-1721		Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	CRS spoke with customer on 11/10/10
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	CRS unable to contact customer
Product - Unknown - Unknown - Happy - Default	Customer states he is very happy with his vehicle overall
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states it took 4-5 trips to resolve his TPMS issue
Product - Electrical - Tire Pressure Monitor - Unknown - Default	Right front valve stem was bent
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Valve stem with TPMS sensor is on back order
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 10/11/2010
Survey Number : AR35205403
Quality Survey ID Number: 176021578
Survey Date : 10/04/2010
VIN Number : 2A4RR8DXXAR352054
Mapping Class : Non-Legal/Non-Dealer
Event Type : 1st Service customer pay
CPS Score : 8
CRS contacted Castilone CJD (45422) at 585-343-1780.
CRS spoke with: [redacted]
CRS sts: Calling re. [redacted] and his 2010 Town and Country. Has the valve stem he was waiting on come in?
Dlr sts: TPMS sensor corroded and came apart on it. TPMS sensor is on national back order. Negative 4500 sensors at this. Customer has been checking back, and we have advised him as soon as the part comes in, we will get him right in.
CRS sts: OK, could I have the part number and order number for my records?
Dlr sts: I do not have access to parts dept. and they are in a meeting right now.
CRS sts: When will they be out so I can call back?
Dlr sts: hour and a half maybe.
CRS sts: Thank you for your time, I will call back then.
**********End of Narrative**********
CRS contacted Castilone CJD (45422) at 585-343-1780 12:06 pm ET.
CRS spoke with: [redacted].
CRS sts: Looking for the part number, and order number for the TPMS sensor ordered for [redacted] and his 2010 Town and Country. VIN XAR352054.
Dlr sts:
Part #68078768AA
Order # 8/12/10
Order date: 8/12/10
ETA: 11/16/10. (was originally 8/31/10)
**********End Of Narrative**********

CRS 1st attempt to contact [redacted] 2:15 pm ET.
CRS left voice mail advising Chrysler is following up on the survey completed. CRS left contact number, hours of operation and CAIR number. CRS will make a 2nd attempt on 10/26/10.
**********End of Narrative**********
CRS 2nd attempt to contact [redacted] 10:05 am ET.
CRS left voice mail advising Chrysler is following up on the survey completed, and would like to look into offsetting the inconveince of waiting for the TMPS sensor on the vehicle. CRS left contact number and CAIR number. CRS will make a final attempt on 10/28/10.
**********End of Narrative**********
CRS final attempt to contac [redacted] 4:25 pm ET.
CRS left voice mail advising this is Chrysler s final attempt to contact the customer to follow up on the survey completed. CRS provided CAC contact information and hours of operation if the customer has any questions, comments or concerns they would like to address.
******End of Narrative**********
[redacted] Called in.
CRS advised trying to reach him to follow up on the survey completed. Customer states he is very happy with his vehicle, however he has had a negative experience with the service department. The customer had been into the dealer 4-5 times for his TPMS warning light coming on. Finally the customer noticed the valve stem was bent. Dealer had the car all day, returned it to the customer stating it was repaired. Customer noticed TPMS had no reading for this tire (right front). Customer checked stem, and noted it was a rubber stem, not the one with the TPMS sensor. Customer contacted the dealer who then advised this part was on national back order, to they put the other one on to correct the air leak in the mean time. Customer is still waiting on the part. CRS apologized for the inconvenience and advised the part is expected on 11/16/10. CRS offered the customer 2 free oil changes to offset the inconvenience of repeated trips and parts delay. Customer accepted this offer. CRS confirmed COIN and updated mileage. CRS thanked the customer for the call back, and taking the time to complete the survey.
**********End of Narrative**********

Customer Assistance Inquiry Record (CAIR)# 20068982

VIN	2A4RR5D17	AR130145	Open Date	10/21/2010	Built Date	08/23/2009	
Model Year	2010	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	12/31/2009	Mileage	16,371	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE					
Dealer Address	3156 HEMPSTEAD TPKE						
Dealer City	LEVITTOWN		Dealer State	NY	Dealer Zip	11756	
Owner	[redacted]				Contact Type	TELEPHONE	
Address					Home Phone	[redacted]	
	WANTAGH NY 11793-1235				Country	UNITED STATES	

Product - Electrical - Tire Pressure Monitor - Complete Failure - Default	part cost for tire sensor

****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
Why is the customer contacting Chrysler? 16371 miles put air in the tire and on one of the tires the air kept coming back out. Dealer advised customer that the stem needed replacing and was not covered under the warranty. Parts 97.13 labor 24.95 once the correct part comes in it will be another 110.00 labor charge. Because dealer did not have correct part at the time of repair.
What are the customers expectations? Car is less than a year old and this part should be replaced under the lifettime warranty. This is also a defective stem and this is a new 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 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' [redacted]
Reassigned to [redacted]
Customer is [redacted].... Case manager can speak with customer husband [redacted] at the above number.
********** CASE MANAGER TRAM **********
Writer contacted the dealer, dialed [redacted] at 7:42 AM.
Spoke to SM Paul who stated that the issue was caused by physical damage which will at no time be covered by Chrysler.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 7:45 AM.
Customer requested that the writer call back in about ten minutes.
Customer stated that when they went to put air in the vehicle, the first couple fo threads came off. This is the only tire that had the issue.
Customer states that the threads came off later as well when he attempted to fill it up with air a second time. Customer believes this is a defect.
Writer advised the customer that all assistance, warranty or out of warranty assistance, are only for factory defects and not for customer neglect or abuse. Customer understands and will contact [redacted] to work something out for the customer. Writer will close case as Chrysler will be unable to assist as long as the customer s issue was caused by anything other than a defect.
CLOSED LOOP UPDATE - no need for additional follow-up.
**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****
Informed customer that Chrysler will not participate in the repair due to vehicle damage/abuse which contributed to the failure of the

tire stem.
Unless the customer offers new information, decision remains unchanged.
****
Customer is not happy with decision.Customer stated this issue occurred twice.compresser clamps on and more threads came off with two different methods(push on and clamp).Customer stated it is a manufacturing problem.Writer informed customer we relay on our techicians.Decision was based on what dealer found to be the problem.Customer does not feel like he should have to pay for tire valve.Customer stated he spoke to dealer and was told two days ago that there is a possibility it might be a manufacturing issue.Writer informed customer without any additional new information chrysler denied goodwill.Customer requesting to speak with supervisor.Approved.Writer informed customer he will recieve a callabck in 1 hour.Customer was thankful and would appreciate some help.
*****Supervisor Callback*****
1st Contact attempt, phone number dialed,
[redacted] at 3:12 PM MT.
Customer has 4 previous and 2 current vehicle. Also a lifetime added care plus. Writer contacted customer who stated that he did not damage the valve stem and believes that Chrysler should assist. Writer apologized about situation and informed that due to loyalty Chrysler will reimburse all charges for valve stem replacement.
*******Reimbursement for all charges related to valve stem replacement.*********
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.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] at 6:36 PM EST. Customer was not available. Left message with writer s name, phone number as well as extension. If customer does not contact writer another attempt will be made in 5 business days.
**********ATTN NEXT**********
Please verify if customer has mailed in documents. Please provide customer with [redacted] OR obtain an email address to expedite the reimbursement. Thank You.
****
the customer called in and was looking for the case manager the case manager had given a call back number but it did not work for the customer writer checked and there is no number for them and when writer got back no one was on the line
Customer states that she will be unable to send in the paperwork, since the valve stems are on back order, and the repair has not been completed yet, customer states that the part is expected to arrive some time end of the month,customer states that the will send in the paperwork once the repair has been done.
Writer is closing CAIR until the documents are received.
Documents received on Cair 20419498

Customer Assistance Inquiry Record (CAIR)# 20107285

VIN	2D4RN5D18	AR365349	Open Date	11/03/2010	Built Date	06/11/2010
Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT		
In Service Dt	09/30/2010	Mileage	1,003	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PUV	DK. CORDOVAN PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer	54899	VALS MOTORS INC			
Dealer Address	756 STATE FAIR BLVD				
Dealer City	SYRACUSE	Dealer State	NY	Dealer Zip	13209

Owner	[redacted]	Contact Type	TELEPHONE
Address		Home Phone	[redacted]
	MATTYDALE NY 13211-1746	Country	UNITED STATES

Product - Electrical - Tire Pressure Monitor - Defective - Default

Briefly summarize why the customer is contacting Chrysler: Customer is stating that the low pressure light on her new vehicle keeps coming on in the morning. She says that she took the vehicle to the Goodyear and they told her her pressure was low, but that there is nothing wring with the tires. She states that 3 days later they came on again so she contacted the dealership. She states that the dealership informed her that the light will come in the morning during cold weather and that they would go off after she drove a bit. She states that she did not have this problem on her 2008 model. She also states that the dealer told her that the only option was to remove the sensors in which case the light would be on all the time and there would be no way of knowing whether or not the tire was actually low.
Briefly summarize what the customer is expecting: Caller says that answer is not acceptable and would like us to provide her with some other solution.
Writer updated COIN.
Writer provided case number and call back expectation.
********** CASE MANAGER TEAM **********
CM called to speak to the [redacted] at dealership #54899 - Summit Dodge at [redacted] t 7:04 AM MST.
[redacted] was not available; CM left VM with particulars about this customer's request and asked for a callback from [redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 12:52 PM MST.
Customer was not available.
Left a message indicating another attempt would be made.
Customer stated that the problem has been taken care of and there is no need to follow up.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 20138484

VIN	2D4RN5D13	AR128588	Open Date	11/12/2010	Built Date	08/26/2009	
Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT			
In Service Dt	08/28/2010	Mileage	14	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Dealer	68934	IOWA COUNTY CHRYSLER INC			
Dealer Address	102 COMMERCE STREET				
Dealer City	BARNEVELD	Dealer State	WI	Dealer Zip	53507

Owner	[redacted]	Contact Type	TELEPHONE
Address	[redacted]	Home Phone	[redacted]
	ROCHESTER NY 14616-5248	Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	Happy customer
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Unknown - Unknown - Happy - Default	

CPS Survey Record Received Date: 11/12/2010
Survey Number : AR12858803
Quality Survey ID Number: 176751032
Survey Date : 10/19/2010
VIN Number : 2D4RN5D13AR128588
Mapping Class : No Reason
Event Type : 1st Service customer pay
CPS Score : 9
[redacted]
******OUTBOUND CPS******
Goes to a dealer in Rochester. Customer is happy with the dealer.
Everything is running well with vehicle. Tire pressure monitoring gauge
needed repair. This was completed to the customers satisfaction.
Customer is happy with his vehicle.
******End of narrative******

Customer Assistance Inquiry Record (CAIR)# 20164520

VIN	2A4RR5D17	AR241018	Open Date	11/19/2010	Built Date	02/23/2010	
Model Year	2010	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	05/29/2010	Mileage	9,306	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	60227	GARDEN CITY JEEP CHRYSLER DODGE,	LLC		
Dealer Address	283 N FRANKLIN ST				
Dealer City	HEMPSTEAD	Dealer State	NY	Dealer Zip	11550

Owner	[redacted]	Contact Type	TELEPHONE
Address	[redacted]	Home Phone	[redacted]
	HEWLETT NY 11557-1800	Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Default

CPS Survey Record Received Date: 11/19/2010
Survey Number : AR24101803
Quality Survey ID Number: 178082867
Survey Date : 11/11/2010
VIN Number : [redacted]
Mapping Class : Legal
Event Type : 1st Service customer pay
CPS Score : 7
Writer to contact customer at [redacted]
*****OUTBOUND CPS*****
First Attempt - Writer attempted to contact customer - unsuccessfully.
Writer unable to leave message. No machine.
*****End of Narrative*****
*****OUTBOUND CPS*****
Second Attempt - Writer attempted to contact customer unsuccessfully.
Writer unable to leave message.
*****End of Narrative*****
*****OUTBOUND CPS*****
Writer called customer at 9:44. Customer states that no one has ever called, in regards to the TPMS and it has been since the first of Nov. It has been too long and someone should have called her about this. Writer advised that a call to the dealership on her behalf would be made and a return call either this afternoon or tomorrow to let customer know what was found. Writer tried to explain that the part could be on back order and it could take some time to come in. Customer states that the car was purchased with this part and she would like it replaced. Customer also states that the Brakes and rotors are still making noise. The vehicle has been into the dealership on several occasions to have the brakes replaced and the dealership states that there is nothing wrong with the brakes. Customer states that the vehicle is approaching the 12,000 mile mark and after it passes the dealership will tell them that the brakes need to be replaced. Customer wants brakes and rotors done while the vehicle is still under warranty. Writer advised to ask the dealership to replace the brakes. Customer stated that she was calling the dealership today for that reason.
*****End of Narrative*****
GARDEN CITY JEEP CHRYSLER DODGE, Dealer Phone : 516-483-2700
*****OUTBOUND CPS*****
Writer contacted the dealership, asked for service, the part the customer was waiting for came into the dealership yesterday. Writer advised that a call to the customer would be made it inform her that the part was in.
*****End of Narrative*****
*****OUTBOUND CPS*****
Return call to customer at 10:00 am to inform her that the part was in.

Unable to reach customer at this time. No machine to leave message.
Writer will try again later.
*****End of Narrative*****

Customer Assistance Inquiry Record (CAIR)# 20228765

VIN	2D4RN4DE0	AR412225	Open Date	12/14/2010	Built Date	08/04/2010	
Model Year	2010	Body	RTKH53	DODGE GRAND CARAVAN SE			
In Service Dt	08/31/2010	Mileage	3,187	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PDT	DARK TITANIUM MET. CLEAR COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION					

Dealer	38770	CANANDAIGUA CHRYSLER DODGE JEEP			
Dealer Address	2591 ROCHESTER RD				
Dealer City	CANANDAIGUA	Dealer State	NY	Dealer Zip	14424

Owner	[redacted]	Contact Type	TELEPHONE
Address	[redacted]	Home Phone	[redacted]
	FAIRPORT NY 14450-3106	Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer frustrated with repeat repairs
Product - Electrical - Tire Pressure Monitor - Defective - Default	Left front tire flat. Tire Sensor Issues

Customer having issue with tire sensors. Customer states that the issue this morning is that on Saturday, December 11; the customer states that she had to have a tire replaced by the dealership because her tire sensor is broken and the tire went flat. Customer states that this tire is the left front tire. Customer states the dealer states that the tire required replacement because the customer drove on the rim. Customer expresses frustration because there has been five total repairs to three tires and has had two tows in the process. Customer states that she feels that the tire is leaking around the rim and that she has tested it with soap and water and can see that it leaking around the rim. Customer repeats several times that she paid $25,000.00 for this vehicle. Customer states that when she noted that the tire was low she filled the tire to 36,000 PSI despite knowing the recommend rate being 33,000 miles. Customer states that the vehicle is unreliable because the tires keep going flat and she states that she has to keep checking the pressure in the tires manually (with her thumb) before she drives anywhere. Selling and servicing dealer is Canandaigua Chrysler in [redacted] Customer states that she baked this dealership two trays of cookies in the passed. Customer is not out-of-pocket for any repairs. Customer states that there is no nails or breakage to the tires. Customer states that she requested four new Cooper brand tires from the dealer and the customer states that the dealer stated that four new Cooper tires would not be possible. Agent expresses agreement with the dealer and explains to the customer that tires are not something covered under warranty at all and Chrysler will not buy her four new Cooper tires. Customer expresses understanding of this. Mileage is 3187. Customer did swear a couple of times during the conversation and apologized for swearing. Customer states that she will be calling the better business bureau and her attorney general s office for further consultation. Agent recommends that customer call roadside assistance and have the vehicle towed to a different dealership and to explain to this dealership that she feels that the rim is leaking and that she is becoming unsatisfied with the service from the other dealership. Customer asked for agent s information and states that she has documented all of the occurrences regarding this issue, including phone calls and such. Agent provided this customer with agent name, direct line, phone extension and customer file number and explained to this customer that this issue will be well documented. Customer expresses gratuity for the call and states that she is feeling better.
Agent edits line 38 as agent forgot the word better .

Customer Assistance Inquiry Record (CAIR)# 20243578

VIN	2D4RN4DE0	AR412225	Open Date	12/17/2010	Built Date	08/04/2010	
Model Year	2010	Body	RTKH53	DODGE GRAND CARAVAN SE			
In Service Dt	08/31/2010	Mileage	2,126	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PDT	DARK TITANIUM MET. CLEAR COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION					

Dealer	38770	CANANDAIGUA CHRYSLER DODGE JEEP			
Dealer Address	2591 ROCHESTER RD				
Dealer City	CANANDAIGUA	Dealer State	NY	Dealer Zip	14424

Owner	[redacted]	Contact Type	LETTER
Address	[redacted]	Home Phone	[redacted]
	FAIRPORT NY 14450-3106	Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 12/17/2010
Survey Number : AR41222504
Quality Survey ID Number: 179516215
Survey Date : 12/15/2010
VIN Number : [redacted]
Mapping Class : Dealer
Event Type : 1st Warranty Visit
CPS Score : 0
Writer to contact customer at [redacted]
*****OUTBOUND CPS*****
First Attempt - Writer attempted to contact customer - unsuccessfully. Writer left message and contact number 877-640-0955 if customer has any further questions, comments or concerns in regards to his vehicle.
*****End of Narrative*****
*****OUTBOUND CPS*****
Writer contacted household member who stated best time to catch customer at home would be around 5 p.m. Writer stated that a return call would be made.
*****End of Narrative*****
5 sensors since purchased Sell it tomorrow in a heart beat. Last tire was Flat completely. Had to use AAA, cann t use anymore because of all the towes she has already had. Light was on the whole time. And the third sensor went. Would like to get together with others, and have a law suit against these sensors. Replaced tire on Monday, on Wednesday morning tire was flat. The tire was not good. Put a new tire on at no charge. Walking to work 20 min. in 20 degree weather because do not have any more One girl from Chrysler called [redacted] and she was the only one that has help her. Customer would like to have Cooper tires put on vehicle. Avis tire. 23,000 recalls on sensors. Writer offered to call the dealership on customers behalf. After 5 pm Cell phone [redacted]
Customer stated that she has taken her car to Penfield s. Writer could not find a Penfield Dodge Jeep on the Chrysler website. Writer has done research and found Duffy s Penfield Automotive, 1847 Penfield NJ 14526 [redacted]. This is a Cooper Tire retailer. Writer has also looked up the size and name of Cooper Tire that will fit Dodge Minivans. Cooper CS4 Touring tire is a 4 rib, all season, tread design tire with a 45 day road test and 80,000 mile treadwear protection limited warranty. Writer to call Duffy s Penfield Automotive to receive a price on such tires.
Writer called Duffy s Penfield. Writer asked if customer had been into dealership requesting 225/65/R16 tires. Dealer stated no. Writer asked for a price on such tires. Dealer stated $127.00 each. Writer to contact dealership and inquire about price.
Writer to contact dealer [redacted]

Writer contacted Canandaigua Chrysler Dodge, asked for SM, spoke with receptionist who stated after a brief hold that the service manager, [redacted] was out to lunch from 11:30 - 12:30. Writer advised a return call to be made.
Called dealership, asked for SM, went to voice mail. Writer did not leave message. Writer returned call and asked for parts department. [redacted] in parts has CS4 Cooper tires. There are 4 tires in stock. Price is $129.00. Writer asked what the dealership would give the customer to swap tires as customer stated only has 3187 miles on tires. [redacted] stated he would have to talk with manager about that. Writer was put on hold. Dan came back to call stating that there would not be anything for swapping the tires. Writer asked what the dealership was will to do for this customer as she has owned 3 Chrysler vehicles. [redacted] stated that he was will to sell at cost $110.00 each.
Called dealership again, asked for SM again. Call went to voice mail. writer disconnected the call. Returned call to dealership, asked for [redacted] in parts. Call went to voice mail, writer disconnected the call. Writer will try again later.
Writer to contact Duffy s Penfield Automotive at 585-385-9173. Writer has BSW All Season Tires on a 2010 Grand Caravan, with only 3197 miles on them. Writer inquired as to what the cost would be to have CS4 Cooper tires installed on customers vehicle. $127.00 CS4 total would be $508.00 plus $40.64 tax. $548.64 plus $10.00 no tax tire waste. equals $558.64. Writer then asked what they would do on the tires that were on customers vehicle. Dealer stated that they did not swap tires and advised that customer try to sell tires on E-Bay.
Called dealership again, asked for cost for installation. [redacted] stated it would be plus $15.00 to install. Writer asked for total price, [redacted] stated taxes and everything the total cost to customer would be $565.35.
Writer to contact customer at [redacted] o find out if Duffy s Penfield Automotive was who the customer was speaking about in last nights call. Explain to customer that I have been in contact with both Duffy s Penfield Automotive and the purchasing dealer trying to work on the tire situation. Customer stated that she was referring to Vision Dodge, phone [redacted] Writer will contact dealership to receive a price from
Writer to contact Vision Dodge at [redacted] Writer spoke with [redacted] in Service. Writer asked if [redacted] could check to make sure we have the right dealership and if customer has been in for sensor problems. [redacted] stated that yes she has been in and he remembers customer. [redacted] tates 'Really nice lady.' [redacted] ransferred writer to parts department. Spoke with [redacted] who checked on availability of tires [redacted] eturn to call stating that 4 tires could be put on customers vehicle for $142.00 each installed. Writer explained that customer was not very happy at the moment with Chrysler because of the issues with the tire sensors and asked if there was any kind of a deal that could be worked out to for customer. [redacted] stated that he could do all 4 tires for $130.00 each installed. Total for all four tires $528.00. Install, align, balance, total for all 4 tires would be $570.24
Summary Duffy s Penfield Automotive $558.64; Purchasing Dealer $565.35; Vision Dodge $570.24.
*****OUTBOUND CPS*****
Writer attempted to contact customer. Customer was told that the reimmbursement would be done on replacement tires. Customer thanked writer very much for all that has been done for her. Asked the customer where she would be going to have the tires replaced. Customer stated that it would be Vision Dodge. Explained to customer that the copy of invoice and proof of payment was need and then asked if customer had access to a computer/email/scanner, customer stated yes. Then to call when complete and she would supply us with her e-mail address and a return email would be sent for her to attach the documents. Once receive then the case would be sent to Chrysler for cutting of the check.
*****End of Narrative*****
Writer to contact customer at [redacted]
Writer called customer. Left voice message for customer asking how the new tires were coming, and to contact writer when finished so that we can sent link to upload documents thru e-mail, and if need to contact writer left number/ext.
*****End of Narrative*****
*****OUTBOUND CPS*****
Writer received message to call customer a [redacted] Writer called

and left message for customer to return call.
*****End of Narrative*****
*****OUTBOUND CPS*****
Writer returned missed call. Left message for a return call [redacted]
[redacted]
*****End of Narrative*****
*****OUTBOUND CPS*****
Writer contacted customer, reached husband. Explained to husband that everything is good to go. How it works is that writer needs to send a link for customer to upload documents on and that it is the Chrysler system. Household member stated that they do no own a computer. Husband gave work number to reach customer a[redacted] her supervisor at [redacted]. Writer attempted both numbers and received asnwer machine. Writer will attempt call later.
*****End of Narrative*****
CSR contacted by customer s husban[redacted]
CSR phoned customer to inform that their case will not be handled by new CSR.
Customer states they are nervous about getting the work done without some sort of documentation stating Chrysler will be responsible for the cost of the tires.
CSR advises would meet with supervisor to review case and would see about providing them with information stating this would be the case. CSR also informed customer that typically Chrysler does not reimburse for tires, however, because the previous agent has made this promise CSR will see about completing the process.
CSR advised would contact him tomorrow after speaking with supervisor.
*****End of Narrative*****
CSR attempts to contac[redacted]
CSR advised that the only way to provide information to them stating Chrysler will reimburse for the tires would be through email.
Tom states he could contact Debbie and see if she could give her work email.
CSR advised Chrysler will reimburse for the amount quoted and for him to call back when he obtains an email address.
[redacted] states she will send email when possible.
**********END OF NARRATIVE**********
Tom called back in to provide email address : [redacted]
CSR advised would pass this on to supervisor who could then email the approval of reimbursement. Customer would then have to take vehicle in for tire replacement and would need to submit the paperwork and proof of payment.
CSR will wait for customers response to email.
**********END OF NARRATIVE**********
Debbie called back and provided correction to email address:
[redacted]
CSR passed this on to supervisor, [redacted]
**********END OF NARRATIVE**********
Email has been sent to customer by Team Lead.
CSR will follow up with customer on 3/20/11 to verify it has been received.
**********END OF NARRATIVE**********
Correction in line 164. Will follow up with customer on 3/18/11.
**********END OF NARRATIVE**********
CSR attempts to contact [redacted]
CSR reached answering machine. Left message with contact information.
Will attempt contact again on 3/21/11.
**********END OF NARRATIVE**********
CSR attempts to contact [redacted]
CSR spoke with [redacted] who provided contact number [redacted] o reach [redacted] at work.
CSR will contac[redacted] when possible.
**********END OF NARRATIVE**********
CSR attempts to conta[redacted]
CSR reached answering machine. Left message with contact information.
**********END OF NARRATIVE**********
[redacted] phoned in stating she received the email and would be making an appointment to have the tires replaced.
CSR advised her to contact as soon as she has the tires replaced.
**********END OF NARRATIVE**********
CSR spoke with Mr Mcmanus and advised him to try to get vehicle in for

tire change for reimbursement could be processed.
Tom states he would speak with [redacted] bout getting it in this week.
**********END OF NARRATIVE**********
Customer calls to speak with their Case Manager.
Caller requesting to speak with Case Manager.
Customer called and was provided with fax number to send documentation.
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 faxed in receipt for tire replacement total cost was $599.32
writer reimbursed that amount per decision made. Check sent on 4/4/11.
POSTMARK DATE: 040211; DATE RECEIVED: 040511
Customer called in to see the status of the case. Advised the customer the cheque was sent on 4/4/11 in the amount of $599.32

Customer Assistance Inquiry Record (CAIR)# 20284300

VIN	2D4RN5D1X	AR147915	Open Date	01/03/2011	Built Date	10/16/2009	
Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT			
In Service Dt	03/27/2010	Mileage	5,274	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	60434	BINGHAMTON CHRYSLER JEEP DODGE,			
Dealer Address	1279 UPPER FRONT ST				
Dealer City	BINGHAMTON	Dealer State	NY	Dealer Zip	13901
Owner	[redacted]			Contact Type	TELEPHONE
Address				Home Phone	[redacted]
	BINGHAMTON NY 13901-5529			Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	
Product - Electrical - Tire Pressure Monitor - Defective - Default	

CPS Survey Record Received Date: 01/03/2011
Survey Number : AR14791504
Quality Survey ID Number: 180231082
Survey Date : 12/29/2010
VIN Number [redacted]
Mapping Class : Non-Legal/Non-Dealer
Event Type : 1st Warranty Visit
CPS Score : 7
First attempt
Writer calle[redacted]D regarding the survey on the :
2010 DODGE GRAND left message and will call later time/day
End of Narrative
****Final attempt***
Writer called to inform customer that I would be closing cair at this
time as it is my final attempt.
Thanked customer for being a dodge owner and for the survey. Reminded
customer of the 1800 assistance line for future concerns.
End of Narrative

Customer Assistance Inquiry Record (CAIR)# 20405278

VIN	2A4RR5DG7	BR610868	Open Date	02/10/2011	Built Date	12/08/2010	
Model Year	2011	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	12/23/2010	Mileage	1	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Dealer	45372	CITRUS CHRYSLER JEEP DODGE			
Dealer Address	12020 US HIGHWAY 301				
Dealer City	DADE CITY	Dealer State	FL	Dealer Zip	33525

Owner	[redacted]	Contact Type	LETTER
Address		Home Phone	[redacted]
	COHOES NY 12047-2738	Country	UNITED STATES

Dealer - Sales - Transaction - Deceptive Advertising - Default	letter

POSTMARK DATE: 012511; DATE RECEIVED: 012711
[redacted] letter states he is unhappy with his purchase and not satisfied with dealer response.
Agent consulted with TL. Agent reassigned [redacted].
* Customer alleges vehicle was not equipped with 'standard' options that were listed on the window sticker and the bill of sale.
* This could be a Monroney label and/or or dealer issue. This is not 82V.
* SAFETYTEC (AC5) - Safetytec package was subject to late availability on RTYP53 and RTYR53 models.
Please also see Chrysler Summary Changes in the code guide section of DealerCONNECT.
Warranty build date - Built Date : 12/08/2010.
Customer called he is very unhappy that his vehicle was sold to him with certain features and then when he tried to use them he found out that they are not there. Customer states he tried to settle this with the dealer to no avail. [redacted] would like a call back.
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
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? 45372
66 CITRUS CHRYSLER JEEP DODGE DADE CITY FL 352-521-0055
Reassigned to 88F
Blind spot monitoring and cross path detection are standard features on the vehicle. Customer has TECH EQUIPMENT CREDIT (AC8) which Removes: Blind Spot Monitoring,Rain Sensitive Wipers, Smartbeam Headlamps, Premium Tire Pressure Monitoring and ParkSense Rear Park Assist. This reduces list price by (1,100).
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Writer contacted customer and gathered information about case. Writer let customer know that we will contact the dealership to see if we can have these features added to the vehicle.
Writer contacted dealership to see how much it will cost to have these features added to the customers vehicle. Writer is waiting for General Manager (GM [redacted] to contact us back about this with the pricing information. Writer will consider goodwill for the customer if we are able to add these options to the vehicle for the customer. Writer will follow up with the customer as soon as we have further information from the dealership.
Writer contacted Dealership to speak with GM [redacted] for pricing information. Left message, as he was not available. Will follow up 2-21-11.

Steve from dealership took message for GM Brad. He stated tha[redacted] is with a customer and will call me back as soon as he is finished. Writer will follow up again.
Sales manager asking to speak with CM. Writer transfer to CM to leave VM.
SM [redacted] called on behalf of GM[redacted]. GM wanted SM to let us know that there is no way that we can purchase the parts to have these items added to the vehicle. Writer contacted customer and advised him that we would not be able to have these features added to the vehicle. Writer did offer however, a scheduled maintenance care foor 4yrs/ 64,000 miles. Writer will follow up with customer once CSC is added to account.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called in to speak to case manager KP378 . Writer tried to get a hold of case manager at extension 66287 but was unsuccessful, customer requested to leave a voice mail so writer transferred customer over to case managers extension to do so.
Writer contacted customer to go over CSC provisions.
Customer left CM a VM requesting that we do something more for them.
Writer advised customer that we would not be able to do anything additional at this time but we would be happy to review what the CSC covers.

Customer Assistance Inquiry Record (CAIR)# 20417937

VIN	2A4RR5DX9	AR183482	Open Date	02/15/2011	Built Date	12/11/2009
Model Year	2010	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING		
In Service Dt	04/30/2010	Mileage	7,300	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer	60437	BROOKLYN AUTO GROUP			
Dealer Address	2286 FLATBUSH AVE				
Dealer City	BROOKLYN	Dealer State	NY	Dealer Zip	11234

Owner	[redacted]	Contact Type	TELEPHONE
Address		Home Phone	[redacted]
	BROOKLYN NY 11234-4311	Country	UNITED STATES

Product - Wheels and Tires - Tires - Air Leak - Rear-Driver	Customer has tire sensor off that is leaking & dealer not accommodating.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer wanted 6,000 mile maintenance and air leak checked and dealer put him off till the middle of March.
Briefly summarize what the customer is expecting:
Customer wonders why the dealership is putting him off.
****End structured narrative T2 - Beginning Narrative
Customer says dealership was all over him when he was looking at buying a car, but now they put him off on the phone and say they cannot see him till mid March 2011. 800-992-9297 was also given to the customer by the SM and that number goes no where.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back numbe [redacted] cell
Preferred Afternoon/Evening call back num
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? 60437
Reassigned to 88F
This dealership is 2 blocks from the customers house and the next one is an $11 dollar toll over the bridge, now $13 over the Staten Island bridge, but they do not accommodate him. This dealership is somewhat new but they should be trained well enough to help their customers.
* * * * * CASE MANAGER TEAM - District ? M Ã™ * * * * * *
Customer is original owner 2 new 1 used vehicle, no service contract.
Writer spoke with customer stated he contacted the dealership and they cannot see him for a month. Stated to customer then he would need to take it to another dealership. Customer stated he does not want to take it to any other dealership. Stated to customer to drive his vehicle by the dealership to see if they can take care of it right away. Stated to customer dealership are locally owned. Try another dealership to see if they can get him in. Customer stated after his lease is up, he would not buy another Chrysler vehicle. Customer understood.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 20551181

VIN	2A4RR4DE4	AR138037	Open Date	03/16/2011	Built Date	09/14/2009	
Model Year	2010	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX			
In Service Dt	09/30/2009	Mileage	26,000	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP 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]
	BELLE HARBOR NY 11694-	Country	UNITED STATES

Product - Electrical - Tire Pressure Monitor - Defective - Default	needs a new Valve Sensor in one of the wheels.

The caller wanted to know if the Valve Stem sensor was still under warranty and agent looked at the caller s warranty and seen he still had the 3/36 on his vehicle. Agent told the caller it is still under warranty.

Customer Assistance Inquiry Record (CAIR)# 20585485

VIN	2A4RR5DG7	BR617657	Open Date	03/23/2011	Built Date	11/29/2010
Model Year	2011	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING		
In Service Dt	03/21/2011	Mileage	80	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Owner	[redacted]	Contact Type	E-MAIL
Address		Home Phone	[redacted]
	SARATOGA SPRINGS NY 12866	Country	UNITED STATES

Corporate - Advertising - Default - Default - Default	Incorrect advertising content
Corporate - Complaint Contact - Default - Default - Default	new vehicle missing standard safety tech equipment
Corporate - Technical Assistance - Default - Default - Default	
Corporate - Vehicle Equip / Monroney - Default - Default - Default	
Dealer - Sales - Transaction - Incorrectly Equipped - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
My new 2011 Town and Country does not have all the 'Standard' Tech package s
afety equipment that is advertised.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Yesterday, when I went to pick up my new 2011 Town and Country I was
shocked
to find out from the sales rep at the last minute that the safety
features
listed were not all on the car. A credit was given for about 8 of them.
One
of the reasons I purchased this car was for all the 'standard' safety
features advertised in the tv commercial and listed in your T&C 2011
glossy
fact book. I now have no blind spot monitoring, rear cross path
detection,
park assist or, rain sensing washers. I was told by the sales rep that
they
had no other vans on the lot (over 18 were there) with these features as
Chrysler was having an issue with supplying these features. It was also
noted that I would not be able to add them later as the cost would be
too
great. I am shocked by this. Your company advertised all these safety
features as 'standard' and a reason for purchasing this van over your
competitors (Honda and Toyota). How could this happen? Why are you still
running the television ads with the baby and the mother driving at
night...talking about these standard features? Please let me know what
you
can do about this situation before other consumers purchase these vans
without all the features as they may also use them when making the
decision
to purchase this vehicle over a competitor. Where is the truth in
advertising? Thank[redacted]
*****END OF CUSTOMER EMAIL*****
Dea[redacted]
Thank you for contacting the Chrysler Customer Assistance Center and
congratulations on your purchase of a 2011 Town & Country Touring.
I am sorry to hear that there are features which you expected to be on
your vehicle missing. We are very sorry to learn of the problem you have
encountered and have opened a file regarding this issue.
Your dissatisfaction is regrettable, but I hope you will understand our
position and that this experience will not cause you to misjudge our
products.
Thanks for bringing this matter to our attention. Information received
from customers enables better evaluation of dealers sales activities.
Your complaint will be retained in the dealer s file.

We would recommend that you pursue the matter directly with the dealership management.
Dealerships are independent business enterprises.
An individual or a corporation obtains a dealership franchise agreement from Chrysler Group LLC allowing the dealership to purchase vehicles and parts wholesale. The dealership then sells them to the retail market where it is licensed by the local government. It must conduct business in accordance with that area s laws.
The dealer must also abide by the terms of the franchise agreement. We can intercede with a dealer on behalf of a customer, but have no authority to resolve disputes involving retail transactions between an independent dealer and their retail customer.
Thanks again for your email.
*****END OF CAC EMAIL*****
Dear Chrysler Group LLC Customer Assistance:
I thank you for your quick reply. I think you are misunderstanding the issue. The issues is not with the dealer, but with Chrysler itself.
I am concerned that you continue to advertise that you have safety features
on your vehicles that apparently you can not obtain in the quantity that you
need in order to have them actually installed in your vehicles. These are listed as 'Standard' features in your car fact book for all 2011 Town and Country vans. As standard features I expected them on my vehicle. They are
not there. In fact they were not on any of the 18+ Town and Country Vans on
the dealer s lot. Other dealers in the area confirmed this as well. Are these features only standard in certain parts of the country? Again, your national television advertisement and Chrysler 2011 vehicle book including
the features that it listed were the reasons why I purchased this vehicle.
To me this is bad faith advertising. It is a corporate issue. This was not
the dealer s local advertisement.
Please explain how this could happen.
[redacted]
*****END OF CUSTOMER EMAIL*****
*****REASSIGNED TO 82K FOR ASSISTANCE IN ADDRESSING CUSTOMER CONCERN*****
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center once again.
Your email was reviewed 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.
I will be back in touch once I receive a response to your inquiry.
Thanks again for your email.
*****END OF CAC EMAIL*****
3/24/11 Not 82K. Vehicle equipment/sales/advertising issue. According to our records, this vehicle did not come equipped from the factory with the Safetytec Group (sales code AC5)
AC5 SAFETYTEC GROUP Includes:
BLIND SPOT AND CROSS PATH DETECTION (XAN)
PARKSENSE REAR PARK ASSIST SYSTEM (XAA)
RAIN SENSITIVE WINDSHIELD WIPERS (JHC)
SMARTBEAM HEADLAMPS (LMS)
TIRE PRESSURE MONITORING DISPLAY (XGM)
This vehicle came equipped from the factory with the Delete Safetytec Group (sales code AC8). The owner should not have been charged for something that did not come on the vehicle. Chrysler Group LLC reserves the right to make changes at any time, without notice or obligation, in prices, specifications, equipment, colors and materials, and to change or discontinue models. Customers should see their dealership for the latest information. If necessary, owner will need to address their concerns with their selling dealership. Owner s concerns have been documented and are available for review by our advertising groups. Reassigned file back to LP717 for proper information.
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
The following is the information that I received in response to your

inquiry.
According to our records, this vehicle did not come equipped from the factory with the Safetytec Group (sales code AC5)
AC5 SAFETYTEC GROUP Includes:
BLIND SPOT AND CROSS PATH DETECTION (XAN)
PARKSENSE REAR PARK ASSIST SYSTEM (XAA)
RAIN SENSITIVE WINDSHIELD WIPERS (JHC)
SMARTBEAM HEADLAMPS (LMS)
TIRE PRESSURE MONITORING DISPLAY (XGM)
This vehicle came equipped from the factory with the Delete Safetytec Group (sales code AC8). The owner should not have been charged for something that did not come on the vehicle. Chrysler Group LLC reserves the right to make changes at any time, without notice or obligation, in prices, specifications, equipment, colors and materials, and to change or discontinue models. Customers should see their dealership for the latest information. If necessary, owner will need to address their concerns with their selling dealership. Owner s concerns have been documented and are available for review by our advertising groups.
Thanks again for your email.
*****END OF CAC EMAIL*****
Thank you for your response and yes the package was deleted from the car.....and every other car on the lot at several of the dealerships that I
had contacted in my upstate ny area. So based on this I figured you do not
actually have the tech package...yet I just received another email stating
it was a standard feature on all the 2011 T&C mini vans!?!?!? Then why is
it being deleted??? See your adverisement email section below!
'CELEBRATE MINIVAN MONTH! Come in and see the redesigned 2011 Town & Country. With an all-new interior, the standard SafetyTec? Package of
safety and technology features and improved Stow n Go seating, we re confident you ll love it. If you don t, you can bring it back within 60 days1. And now s the best time to buy ? it s Minivan Month this April
through May, so you ll get $750 Consumer Cash Allowance2 plus an extra $750
Bonus Cash Allowance2 on the minivan that has won Polk s Loyalty Award 10
years in a row3. And the accolades don t stop there: Town & Country was also named a Consumers Digest Best Buy. '
*****END OF CUSTOMER EMAIL*****
*****NAN CORRECT RESPONSE ALREADY PROVIDED TO CUSTOMER*****

Customer Assistance Inquiry Record (CAIR)# 20669103

VIN	2D4RN5D13	AR124573	Open Date	04/07/2011	Built Date	08/24/2009	
Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT			
In Service Dt	02/12/2010	Mileage	12,880	Dealer Zone			
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					

Owner	[redacted]	Contact Type	E-MAIL
Address	[redacted]	Home Phone	[redacted]
	BALDWINSVILLE NY 13027	Country	UNITED STATES

Corporate - Maintenence Requirements - Default - Default - Default	Leaky tire monitoring system

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Leaky tire monitor system.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Dealer claims these are only 1 year 12,000 miles.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!
Regarding you email, we will require some more specific information to address your issue properly. Which specific component are you making reference to? Tire Pressure Monitoring, Valve Stems, Tires....etc. If this issue directly rates to the tires on your vehicle, we will have to direct you to your tire manufacturer. However, we will need to know the issue the exact issue that your vehicle was diagnosed with. Once we have identified the issue, we can address this more accurately.
Thanks again for your email and have a wonderful day!
Sincerely,
[redacted]
Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
It is the VDO on the drivers side rear. Daimler Chrysler 56053031AD. ID # CD7C691E. Thanks, [redacted]
*****END OF CUSTOMER EMAIL REPLY*****
Dear [redacted]
Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!
Regarding your email reply, we will need you to be more specific on what are your referring to as a 'VDO' as we do not use this term in our database. We apologize for the inconvenience, but we would like to be more specific before assisting you on this matter.
Thanks again for your email and have a wonderful day!
Sincerely,
[redacted]
Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL REPLY*****
It is the tire pressure monitor for the drivers side rear tire is leaking.
*****END OF CUSTOMER EMAIL REPLY*****
Dear [redacted]
Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!
Regarding your email reply, tires themselves have a separate warranty by the tire manufacturer. For more information on tire manufacturer warranties, we recommend speaking with the tire manufacturer directly. Below, we have included contact information for you to contact them directly:
Yokohama Tire Co.

601 S Acacia Ave.
Fullerton, CA
92831
www.yokohamatire.com
(800) 722-9888
Thanks again for your email and have a wonderful day!
Sincerely,
[redacted]
Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL REPLY*****
It is not the TIRES it is the tire pressure monitor. If you do not know
about this please get me to someone who might.
*****END OF CUSTOMER EMAIL REPLY*****
*****NAN - NO CAC EMAIL REPLY NEEDED. CUSTOMER CALLED AFTER EMAIL REPLY
WAS SENT AND WAS STILL UNCLEAR WITH PHONE AGENT. WAS REFERRED TO
DEALERSHIP FOR DIAGNOSIS*****

Customer Assistance Inquiry Record (CAIR)# 20690919

VIN	2D4RN5D13	AR124573	Open Date	04/11/2011	Built Date	08/24/2009
Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT		
In Service Dt	02/12/2010	Mileage	12,901	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	54899	VALS MOTORS INC			
Dealer Address	756 STATE FAIR BLVD				
Dealer City	SYRACUSE	Dealer State	NY	Dealer Zip	13209

Owner	[redacted]	Contact Type	TELEPHONE
Address		Home Phone	[redacted]
	BALDWINSVILLE NY 13027-1213	Country	UNITED STATES

Product - Wheels and Tires - Tires - Air Leak - Rear-Driver	Defective Tire Monitor

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Caller is stating that he has had his vehicle to an IRF Tire Service (Dunn Tires) for diagnosis with the rear drivers side tire leaking. They advised him that he needs a new tire monitor. He claims that he has received emails from Chrylser regarding this issue and was advised to contact the tire manufacturer.
Briefly summarize what the customer is expecting:
Caller is seeking assistance with a new tire monitor system to be installed on the drivers side rear tire.
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Caller is stating that he has had his vehicle to an IRF Tire Service (Dunn Tires) for diagnosis with the rear drivers side tire leaking. They advised him that he needs a new tire monitor. He claims that he has received emails from Chrysler regarding this issue and was advised to contact the tire manufacturer.
Briefly summarize what the customer is expecting: Caller is seeking assistance with a new tire monitor system to be installed on the drivers side rear tire.
Advised customer that before Chrysler considers offering any assistance, a diagnosis would need to be performed by an authorized Dodge. Informed customer that any authorization for a Dodge diagnosis would be at their discretion and expense. No commitment for assistance has been made at this time.

Customer Assistance Inquiry Record (CAIR)# 20701233

VIN	2A4RR5D1X	AR168386	Open Date	04/13/2011	Built Date	10/02/2009	
Model Year	2010	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	12/14/2009	Mileage	30,500	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Dealer	42885	SECURITY DODGE CHRYSLER			
Dealer Address	345 MERRICK RD				
Dealer City	AMITYVILLE	Dealer State	NY	Dealer Zip	11701

Owner	[redacted]	Contact Type	TELEPHONE
Address	[redacted]	Home Phone	
	WEST BABYLON NY 11704-1424	Country	UNITED STATES

Product - Wheels and Tires - Tires - Air Leak - Rear-Driver	Customer seeking reimbursement for the tire pressure sensor replaced
Corporate - E-Reimbursement - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer experienced a flat while driving on the highway, so customer had the vehicle towed into SECURITY DODGE CHRYSLER. Customer s states the vavle stem fell off the tire upon removing the cap, so customer had the tire pressure sensor replaced, and the tire patched. Not 20 minutes later the patch failed, and customer had a new tire put on the vehicle covered under his service contract.
Briefly summarize what the customer is expecting:
Customer would like to be reimbursed the cost of the tire pressure sensor ($138.23), as it did not create a lasting solution, and also because they replaced the tire that same day. Customer also believes that the tire pressure sensor should have been covered initially by the service contract.
****End structured narrative T2 - Beginning Narrative
A nail or bolt punctured the tire, and actualy went into the tire
Dealer first replaced the valve stem that had the tire pressure sensor in it, then attempted to plug the hole, but the tire went flat 10-20 minutes later, so the dealer replaced the tire.
Overall customer would like reimbursement for the valve stem that was replaced as it did not end up residing on the vehicle after repairs.
Customer Cell Phone #: [redacted]
Reassigned to 88F.
* * * * * CASE MANAGER TEAM - District T * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
he stated that when he was driving her hit something in the road but still had a few pounds of air in the tire so he figured he would just fill it up. When he went to put air in the tire the tires sensor fell off. So he pulled to the closes dealership to get the tires fixed, when doing tat the valve stem fell off so they replaced it. When he was driving the patch repair did not work so he had to have it towed to the dealership. What ever he hit in the road caused the tire to be non usable so the dealership changed it under his tire warranty but charged for the valve stem. Writer sent the customer the link to send in the documents to review if any reimbursement can be given. Writer made no promises
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-04-14 @ 13:52
***** Customer Document Received *****
Customer Document Reviewed.
Writer called in too dealership 42885 and spoke to service adviso[redacted] who informed writer that thee customer came in twice for tire repairs. The first time the customer came in was with a flat tire off the van.

They patched the tire and sent them on there way. Customer came back the next with a flat tire so they replaced it under the tire hazard warranty and had to charge him for the falve because it was no longer covered under warranty. The tire sensore was snapped in half the second time the tire came in for repair. He was able to comfirm that it was not at cusomers doing
Status update provided via email to the following email address:
[redacted]
I was able to verify your documents that where sent in and in doing so Chrysler will do a policy adjustment. With$50 co-pay for the repair, Chrysler will reimburse the remaining amount of $88.32
Thanks for being such a great customer, case mngr. [redacted]
End of Status Update
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Customer is seeking reimbursement for a tire sensor he had repalced.
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
30,001
Enter the Date when the repairs were completed.
07 April 2011
What is the total cost of the Parts to be reimbursed?
$72.25
What is the total cost of the Labor to be reimbursed?
$5
What is the total Tax to be reimbursed?
$10.98
What is the total amount being reimbursed?
$88.23
****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# 20713295

VIN	2D4RN5D13	AR124573	Open Date	04/18/2011	Built Date	08/24/2009	
Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT			
In Service Dt	02/12/2010	Mileage	12,880	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	54899	VALS MOTORS INC			
Dealer Address	756 STATE FAIR BLVD				
Dealer City	SYRACUSE	Dealer State	NY	Dealer Zip	13209

Owner	[redacted]	Contact Type	E-MAIL
Address		Home Phone	[redacted]
	BALDWINSVILLE NY 13027	Country	UNITED STATES

Product - Electrical - Tire Pressure Monitor - Unknown - Default	Tire Pressure Monitoring Issues

***** EMAIL BRIEF DESCRIPTION CONTENT *****
TPMS on the drivers side rear is leaking.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Case number 20690919. I ve have been a part of 12 vehicles that people has
leased or bought in the past 5 years and now Chysler is telling me that this is not covered by warranty. I think that Chysler should reconsider this.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
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 and has been forwarded to a more appropriate area for their attention and response. Someone there will contact you by phone within approximately one business day addressing your issue. This referral action will provide the best opportunity for your request.
Thanks again for your email and have a wonderful day!
Sincerely,
[redacted]
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 Y * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] left a message.
Writer called customer at [redacted], spoke with [redacted] states IRF installed snow tires to the vehicle, he said valve stem sensor came apart, feels a manufacturer issue and not anyting that the IRF could have prevented from happening, contacted 54899 Summit Dodge who indicated to customer that they would have to install valve stem sensor back onto vehicle to test and check if manufacturer issue with a diagnostic fee. Customer said he should not have to pay this fee and that the valve stem sensor is a manufacturer issue. Writer informed customer in order for Chrysler to review and determine what happened a diagnostic needs to be perform by a certified Chrysler dealership, diagnostic fee is at his own expense due to out of warranty. Customer said this is not right but will contact dealer to get vehicle diagnosed.
Writer called dealer 54899, spoke with [redacted] states last time vehicle was in dealership was on 02/28/2010 for oil change and state inspection at 12000 miles, no information about customer bringing valve stem sensor parts to be viewed.

Writer called customer, informed that contacted dealer and no information of customer bringing in parts to be viewed. Customer said he decided not to bring parts in for review by a Chrysler dealership, does not feel he has to do this for a $50.00 part that he paid to a local mechanic. Writer informed customer that parts must be looked at by a Chrysler technician to determine failure but will document his complaint that he said will never purchase a Chrysler vehicle again.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 20790679

VIN	2A4RR5D12	AR273679	Open Date	05/09/2011	Built Date	03/19/2010	
Model Year	2010	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	04/19/2010	Mileage	15,463	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE			
Dealer Address	3156 HEMPSTEAD TPKE				
Dealer City	LEVITTOWN	Dealer State	NY	Dealer Zip	11756

Owner	[redacted]	Contact Type	TELEPHONE
Address	[redacted]	Home Phone	[redacted]
	LEVITTOWN NY 11756-1101	Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking reimbursement for cracked valve stem.
Product - Wheels and Tires - Tires - Defective - Unknown	Customer states she paid $238 to replace cracked valve stem-15,460 miles

[redacted] called to state she had her vehicle in for service today and had to replace a cracked valve stem at a cost of $238.66 (dealer #68596). Customer states she would pay for the repair if she broke it, but she did not. Customer states this is not a wear and tear item. Customer states the dealer advised her it was not covered under warranty and customer is seeking reimbursement for this repair.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
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? 4
Customer has maintained vehicle as per Chrysler Maintenance Schedule? Y
Has a Mechanical Chrysler Group Service Contract? N
Warranty Coverage Code? 536
Customer Status? original
Basic Warranty Component? Y
Powertrain Warranty Component? N
Within 3 years or 36,000 miles? Y
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 i[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? 68596
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88 T * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, customer stated that it was cracked. It was losing air pressure. Customer stated that half of the stem came off in her hand. Customer stated that they [redacted] the tire sensor.
[redacted] writer called dealer service manager is out today, [redacted] anything physically broken. Just the valve stem itself. He couldn t state that it was a manufacture defect. Writer explained that if it were the tire sensor that is under warranty, but the valve stem would be through the tire manufacturer warranty. Follow up 05/10/11.
Writer called dealership, service manager was out for the day, sa[redacted] stated that he feels we should cover the tire sensor cost. It isn t

covered under warranty because its not a manufacture defect.
1st attempt made to contact customer. [redacted] Left message. Follow up 05/11/11.
Writer called customer a[redacted], writer let customer know that Chrysler would assist her with the valve stem repair.
****** Below Customer Contacted for Documentation Request ******
[redacted]n 2011-05-11 @ 16:41
***** Customer Document Received *****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-05-12 @ 13:37
1st attempt made to contact customer. Left message. still needing paid reciept and current address. Follow up 05/16/11.
Writer called dealer SM ,left message.
What has the customer requested? Tire sensor repair
If this is a Recall or Extended Warranty, enter the campaign number. no
If this is for a previously made goodwill decision, what is that CAIR #? no
Enter the Mileage at the time of the repair.15463
Enter the Date when the repairs were completed. 05/09/11
What is the total cost of the Parts to be reimbursed? $ 99.71
What is the total cost of the Labor to be reimbursed? $ 120.00
What is the total tax to be reimbursed? $ 0.00
What is the total amount being reimbursed? $ 219.71
Customer co-pay is $18.95

Customer Assistance Inquiry Record (CAIR)# 21008736

VIN	2A4RR5DG8	BR618011	Open Date	06/20/2011	Built Date	12/13/2010	
Model Year	2011	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	02/28/2011	Mileage	6,563	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

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		Home Phone	[redacted]
	SPRING VALLEY NY 10977-1983	Country	UNITED STATES

Product - Wheels and Tires - Tires - Other - Unknown	TPMS

Briefly summarize why the customer is contacting Chrysler:
Customer states that his TPMS light came on last Thursday.
Customer states that he does not have time to keep going back to the dealership.
Briefly summarize what the customer is expecting:
Customer wants Chrysler to provide him with the vehicle that he thought he was getting.
Agent advised customer that he would have to allow the dealership the opportunity to fix the problem.
Agent advised that if the customer is still experiencing issue then to contact us.

Customer Assistance Inquiry Record (CAIR)# 21069756

VIN	2D4RN5D12	AR121485	Open Date	07/05/2011	Built Date	08/26/2009
Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT		
In Service Dt	08/27/2009	Mileage	37,010	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer	25002	CARBONE DODGE CITY			
Dealer Address	5017 COMMERCIAL DR				
Dealer City	YORKVILLE	Dealer State	NY	Dealer Zip	13495

Owner	[redacted]	Contact Type	TELEPHONE
Address		Home Phone	
	UTICA NY 13502-1740	Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking Good will
Product - Electrical - Tire Pressure Monitor - Defective - Default	Customer seeking goodwill for a repair

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Dealership called in on behalf of the customer seeking goodwill for a repair of a right rear tire pressure sensor.
Briefly summarize what the customer is expecting:
Customer is looking for good will.
****End structured narrative T2 - Beginning Narrative
Customer is seeking good will for the repair of his tire pressure sensor. The part number is 6807 and the cost of the part is $69.99. Agent advised the dealership that in order to have the case escalated the customer would have to call in themselves to request the goodwill.
Caller states the vehicle is at dealer 25002 however he doesn t want to leave it overnight while waiting to hear regarding this issue. Caller states he will pick up the vehicle and wait to hear from a case manager.
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 i[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? 25002
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
[redacted]
DCC VIN S OWNED: 1 CURRENTLY OWNS: 1 Purchased Used
BASIC 36 Months or 36,000 Miles 0 August 27, 2012 Expired (Odometer)
POWERTRAIN 60 Months or 100,000 Miles 0 August 27, 2014 38 Months or 63,030 Miles
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Status update provided via email to the following email address: [redacted]
Thank you for being with Dodge I will be your case manager my name is [redacted] my hours of operation 7:45-4:1[redacted] your case number is 21069756.
[redacted]
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on just out of warranty by 970 miles.
According to the dealer, the warranty costs of the repair are as follows:
Parts = $60.69
Labor = $25.24

Total =$85.93
Co-pay =$0
########## 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.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 32 25002 07/06/11 16:15 R 21069756
REASSIGNED TO BC/DLR 32 25002 07/08/11 07:39 R 21069756
REASSIGNED TO BC/DLR 32 25002 07/14/11 13:43 R 21069756
*Contact Date:07/15/2011
Warranty repair has been documented on Repair Order#152826
CAIR RETURNED FROM DEALER ON 7/15/2011 AT 01:07:135 R 21069756

Customer Assistance Inquiry Record (CAIR)# 21212045

VIN	2A4RR5D11	AR105502	Open Date	08/08/2011	Built Date	09/17/2009	
Model Year	2010	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	04/30/2010	Mileage	41,500	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Dealer	62950	LEON SHAPIRO MTR SLS INC			
Dealer Address	410 WEST FIRST ST				
Dealer City	OSWEGO	Dealer State	NY	Dealer Zip	13126

Owner	[redacted]	Contact Type	TELEPHONE
Address		Home Phone	[redacted]
	SYRACUSE NY 13219-2254	Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Reassigned to 88F
Recall - L25: WIN MODULE DETENT RING - Advise Owner/Incomplete Recall	advised customer of open recall
Product - Wheels and Tires - Tires - Defective - Rear-Pass	tire pressure monitor had broken

Briefly summarize why the customer is contacting Chrysler:
Customer called today because he had brought his vehicle into an IRF (john s Auto Care - Contact: 315-468-6880) because his tire had blown and he was the closet place
Customer states that the tire pressure monitor is being replaced; customer also stated that the IRF informed him that the other 3 tire pressure monitors are ready to break
Briefly summarize what the customer is expecting:
Customer is seeking assistance from Chrysler for the cost of repairing all 4 tire pressure monitors
No promises or guarantees have been made at this time
Agent made customer aware of the open recall that is pending on the vehicle, recall code: L25
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)? No
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 15
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 536
Ownership status? 1st owner
Basic warranty component? Yes
Within 3 years or 36,000 miles? Yes
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 [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
[redacted] unable to email email won t go through
DCC VIN S OWNED: 11 CURRENTLY OWNS: 2 Purchased new
BASIC 36 Months or 36,000 Miles 0 April 30, 2013 Expired (Odometer)
POWERTRAIN 60 Months or 100,000 Miles 0 April 30, 2015 44 Months or 58,500 Miles
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Called customer who stated got a blow out and went to the closest repair shop and they had informed him that the other 3 sensors

are also bad. Customer stated to writer sensor light was on but did not have time to get to dealership to get repaired then customer got the blow out. Wants Chrysler to reimburse when he gets done at Irf. Customer unable to get to dealership 40 miles away does not trust vehicle safety with 3 bad sensors.
****** Below Customer Contacted for Documentation Request ******
[redacted]com on 2011-08-10 @ 12:28
Called customer advised would reimburse for sensors sent link to customer and advised link good for 7 days.
***** Customer Document Received *****
What has the customer requested?Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.No
If this is for a previously made goodwill decision, what is that CAIR #?No
Enter the Mileage at the time of the repair.21452
Enter the Date when the repairs were completed.8/10/11
What is the total cost of the Parts to be reimbursed?$452.28
What is the total cost of the Labor to be reimbursed?0
What is the total tax to be reimbursed?$27.14
What is the total amount being reimbursed?$479.21

Customer Assistance Inquiry Record (CAIR)# 21244138

VIN	2D4RN5D16	AR209696	Open Date	08/16/2011	Built Date	12/04/2009
Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT		
In Service Dt	12/07/2009	Mileage	49,053	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer	42114	FAYETTEVILLE DODGE INC			
Dealer Address	5427 N BURDICK ST				
Dealer City	FAYETTEVILLE	Dealer State	NY	Dealer Zip	13066

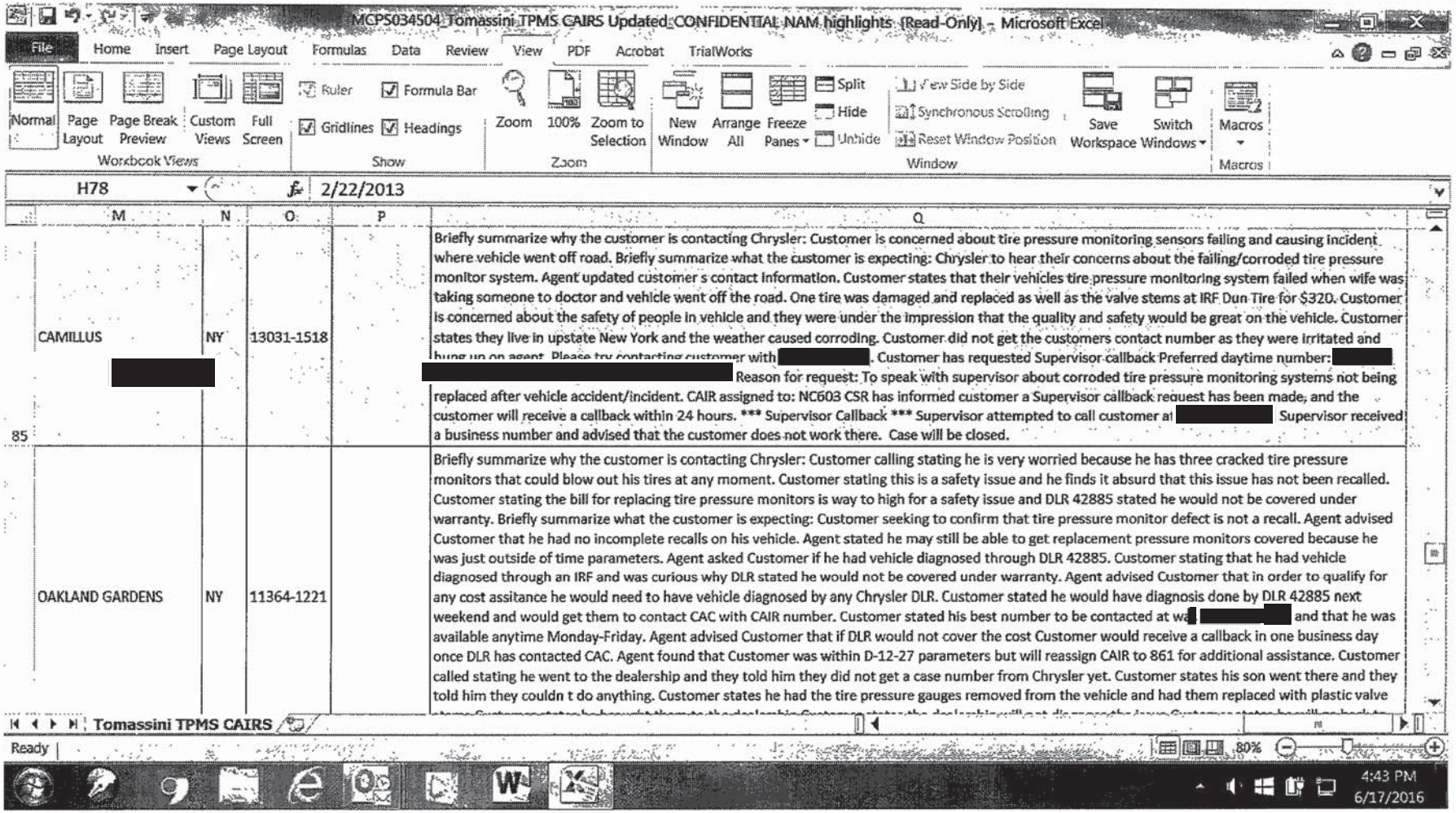
Owner	[redacted]	Contact Type	TELEPHONE
Address		Home Phone	[redacted]
DE WITT NY 13214-2212		Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	escalated for goddwill
Corporate - Product Information - Default - Default - Default	tire pressure monitor failure

Briefly summarize why the customer is contacting Chrysler:
The customer wants chrysler to pay for a new key fob and pay to repair the tire pressure monitor. Agent advised customer that they would be receiving a call from a case manger within one business day.
Briefly summarize what the customer is expecting:
The customer wants chrysler to pay for a new key fob and pay to repair the tire pressure monitor.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
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? Y
Warranty coverage code? 536
Ownership status? Second 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]
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?
Fayetteville dodge
Reassigned to 88F
[redacted] email to the following email address:
[redacted]
My name is [redacted] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: 21244138
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66395
My work hours: 8am-2:30pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.

End of Status Update
writer spoke with customer and confirmed dealer in NY, assigned case to proper district
* * * * * CASE MANAGER TEAM - District T * * * * * *
Debbie ext 66266
DCC VIN S OWNED: 2 CURRENTLY OWNS: 1 Purchased used
BASIC 36 Months or 36,000 Miles 0 December 7, 2012 Expired (Odometer)
POWERTRAIN 60 Months or 100,000 Miles 0 December 7, 2014 39 Months or 52,000 Miles
LIFETIME ADDED CARE PLUS
Effective Date/Odometer: December 7, 2009 @ 25,903 Miles Option Sale Date: October 21, 2010
Expiration Date/Odometer: March 6, 2093 @ 999,999 Miles
State/Province: NY
Contract Selling Dealer: 42114 - FAYETTEVILLE DODGE INC
Status update provided via email to the following email address:
[redacted]
Thank you for being with Dodge I wiil be your case manager my name is [redacted] ny hours of operation 7:45-4:15 EST. Your case number is 21244138.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Called customer gave writer information advised customer will be calling dealership where customer went.
Called [redacted] ervice manager who stated keyfob won t program battery won t work customer needs a new one and neither keyfob or tire sensor is covered under service contract [redacted] service manager getting warranty prices together for writer. Writer will have customer pay a co-pay because service contract if covered would have customer paying a co-pay $100.00.
[redacted] service manager out will call back later.
Called [redacted] service manager who advised writer has been busy will get warranty prices together and call writer back.
Called [redacted] service manager to get warranty price [redacted] sm stated remembers keyfob being needed but does not show that the tire sensor was checked. Not sure how customer came up with tire senso[redacted] sm spoke to service writer but could not remember back a month ago when customer was in for brakes. [redacted] sm mentioned customer was put into this one because the one before was giving customer a bad taste lots of problems. This one after having 3 months had wiring issue.
[redacted] service manager called customer about tire sensor. Customer stated to Ed sm was diagnosed on repair before brakes [redacted] sm stated found diagnose.
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 offeredÃ™. According to the dealer, the warranty costs of the repair are as follows:
Parts =$256.52
Labor =$48.30
Total = $304.82
Co-pay = $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.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 32 42114 08/18/11 15:07 O 21244138
REASSIGNED TO BC/DLR 32 42114 08/19/11 09:06 O 21244138
Called [redacted] service manager customer has not called in or an appointment.
Ed sm will call customer and set up an appointment parts are in.
*Contact Date:08/22/2011
Service Manager at the dealership has updated the CAIR# 21244138
An appointment has been set with the customer.
Ed service manger stated vehicle in shop today.
*Contact Date:08/24/2011
DCX goodwill repair is documented on Repair Order#264191
CAIR RETURNED FROM DEALER ON 8/24/2011 AT 08:10:227 R 21244138
Left message checking if customer picked up vehicle.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.



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