

20120328

**Jill Signorello**

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**From:** Nate Igielinski  
**Sent:** Monday, March 28, 2011 11:22 AM  
**To:** Jill Signorello  
**Subject:** RE: [REDACTED]

Thanks Jill!

*Nate Igielinski*  
Head of Top Care Operations  
Chrysler Group, LLC – Customer Care  
[nji@chrysler.com](mailto:nji@chrysler.com) (248) 512-1404  
°|llllll° ...There's only one

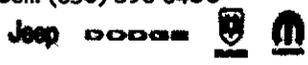
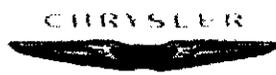
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**From:** Jill Signorello  
**Sent:** Monday, March 28, 2011 10:45 AM  
**To:** Kevin Pollinger; Paul Scapini  
**Cc:** Nate Igielinski; Michael Brown; James Dyckman  
**Subject:** RE: [REDACTED]

Kevin,

Thank you for the information. I will contact the customer and review/handle. If you have any further information about this customers vehicle, please let me know.

Thanks,

*JILL SIGNORELLO*  
Chrysler Group LLC  
Top Care Team Leader  
Office: (248) 512 1420  
Cell: (630) 596 6400  
  


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**From:** Kevin Pollinger  
**Sent:** Monday, March 28, 2011 10:38 AM  
**To:** Paul Scapini  
**Cc:** Jill Signorello; Nate Igielinski; Michael Brown; James Dyckman  
**Subject:** FW [REDACTED]

Paul - Could you please contact [REDACTED] to advise of what you are aware of thusfar regarding this employee's vehicle.

Jill / Nate – If either of you could contact this employee regarding his vehicle (information below) it would be greatly appreciated. Please advise if you could on what you discover and if there is anything we can do.  
Thanks in advance for your assistance.

Kevin

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**From:** James Dyckman  
**Sent:** Monday, March 28, 2011 10:13 AM  
**To:** Kevin Pollinger  
**Subject:** FW: [REDACTED]

Here is the Specific information.

Jim

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**From:** [REDACTED]  
**Sent:** Tuesday, March 22, 2011 1:14 PM  
**To:** James Dyckman  
**Subject:** [REDACTED]

I am sending the info on my 2011 Dodge 5500 serial # BG [REDACTED] in hopes that we can get some help from Dodge with this issue.

Currently my company owns 9 Dodge trucks and this 5500 has 16,000 miles on it and has been sitting at Charlies Dodge in Maumee OH for a month.

If you have any questions please contact me at 330-283-3745.

Thank you,  
Scott Harklau

- [REDACTED]
- Bought fuel drove 60 miles  
vehicle would not start
  - Bad fuel - cloudy fuel
  - ruin pump/injector
  - \$13,000 - \$14,000 <sup>coming</sup>